

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Associate Head of Audiology– East |
| **Reports to** | Head of Audiology |
| **Band** |  |
| **Department/Directorate** | Surgery Care Group |

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| **JOB PURPOSE** |
| * To provide operational leadership, governance and quality improvements for all Audiology staff and ENT/Audiology administrative and clerical staff working at the Royal Devon and Exeter Hospital (RDE), including working closely with Head of Service to insure operational direction will delivery the strategy for audiology across RDUH * React with autonomous decision making to respond to the immediate needs of the service. * To assist the Head of Service in the delivery of a comprehensive and sophisticated Audiology service for specialist aspects of care to the population of Eastern Devon * To provide a key role in the implementation of innovative developmental work for the service and seek new opportunities for the department. * To play a key role in overseeing the IQIPS process * Lead recruitment and development of Audiology clinical staff and the Administration and Clerical team in Eastern Services to maintain a quality service while working within the financial resources and business plans of the trust. * Responsible for the management of the departmental budget. * Provides line management to staff based in the RDE, to include appraisal, sickness management * Undertakes clinical supervision and training of staff and trainees |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Operational responsible for Audiology department in the Eastern locality and Deputise for the Head of Service when required. * Lead with managing complaints, incidents and non-conformities * Provide leadership and drive service development within adult rehabilitative audiology to ensure continuous service improvement to enhance the quality, safety and efficiency of patient care within Eastern services and support the Head of Service in Trustwide improvements * Assist the Head of service in the development and maintenance of clinical protocols in adult audiology * Support and implement service development in other areas of the service. * Take a lead in audits and other measures of quality * Responsible for ensuring the hearing aid stock is sufficient for the service needs * Ensuring staff, in the Eastern locality have appropriate appraisals and development plans, competency assessments and plan training for staff in adult rehabilitative audiology. * Work within the Trust management systems to ensure smooth service delivery, such as through attendance at service line meetings. * With the support of the Head of Service, responsible for the development and maintenance of clinical protocols in adult rehabilitative audiology * Provide education, training and supervision to audiology staff of all grades * Monitoring performance data for Eastern services and escalate deviations to Head of Service, with plans to return performance to required levels * Take part in research and development, including input into the design of clinical trials and presentation of the results. * Assist the Head of service with input into local procurement decisions on hearing aids and audiological equipment * Maintain accurate and comprehensive clinical records using the computerised patient management system and hospital records * Provide written and verbal reports on patients to referrers and other members to the multi-disciplinary team * Prioritise own workload * Take responsibility for own continual professional development |
| **KEY WORKING RELATIONSHIPS** |
| This is a position of leadership which includes the direct management Audiology and admin staff, requiring excellent communication skills and the application of effective management techniques in support of the Head of Service in order to motivate, lead and direct the team in the requirements of the service and work effectively within the wider multi-disciplinary team across systems and boundaries. It is of paramount importance that the post holder will demonstrate compassion when communicating with patients to deliver excellent patient-centred care and with both patients and staff regarding potential personal and sensitive issues and proven ability to supervise the work of staff.  This position should also promote and communicate a vision for the service and possess the ability to assist in leading staff through change, through liaising directly with Consultants and supporting medical staff, GP’s, Paediatricians, Audiology services, community hospital managers and other professional staff such as Healthcare Scientists, Allied Health Professionals and Speech and language therapists at a local level working across systems and boundaries and also at a national level. The post holder will also participate in Heads of Service meetings in the absence of the Head of Service.  The postholder will maintain a blame free learning culture, encouraging open debate from all team members, enabling constructive management of quality, complaints and service systems and processes. |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * The position will require compliance with BSA recommended procedures and Trust policy for clinical activity and work within the guidelines given as well as working within the non-clinical trust policies alongside the Head of Audiology. * The post holder will communicate national and local health service policy & strategy, supporting the setting of goals and standards for services within the domain managed. * They will act as an autonomous practitioner informing clinical decisions and complex management plans in diagnosis, assessment and treatment of patients within the Audiology specialities, at an advanced practice level. * They will act as the Audiology point of contact for Trust issues including Emergency Preparedness * They will be responsible for the development of the Business Continuity Plan and Emergency Preparedness plan for the Audiology team. * They will be responsible for the interpretation and implementation of Trust policies relating to the safety of patients and staff on the unit including, but not exclusively, Fire Response, Safe Guarding, Depravation of Liberty. * They will respond to untoward circumstances for the good of the patients and Trust core values * They will be responsible for taking proactive decisions relating to where resources need to be deployed, acts as the Units highest tier of management. * They will work with senior management tiers to maintain services and ensure staff safety. * They will enact incident plans in response to Trust; Weather, unusual circumstances * They will be aware of own accountability and limitations |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| This position should also promote and communicate a vision for the service and possess the ability to assist in leading staff through change. They will be able to liaise directly with Consultants and supporting medical staff, GPs, Paediatricians, community hospital managers and other professional staff such as other Audiologists, Healthcare Scientists, Allied Health Professionals and Speech and language therapists at a local level working across systems and boundaries and also at a national level. The post holder will also participate in Heads of Service meetings in the absence of the Head of Service.  The post holder will:   * Create an environment that fosters good communication between patients and their carers to ensure understanding and consent to treatment is gained. * Communicate complex and highly sensitive information to patients and carers, empathetically in order to provide reassurance and understanding of the patient’s disease and management. * Communicate complex and sensitive information with staff requiring negotiation and motivational skills. * Have the ability to manage situations calmly where patients may be verbally or physically aggressive * Be an effective communicator liaising with the members of the wider multi-disciplinary Audiology and ENT team in relation to service delivery and development. * Develop effective channels of communication and working relationships with management teams across the Trust, to enable the development of services in alternative locations, e.g. Community Hospitals, GP Practices. * Responsible for leading on the production of patient information and developing other ways of providing patient information through media and the innovations of new systems. * Work across professional, organisational and system boundaries and proactively develop and sustain new partnerships and networks to influence and improve the service pathways in order to facilitate the improvement of health outcomes and healthcare * Maintain a blame free learning culture, encouraging open debate from all team members, enabling constructive management of quality, complaints and service systems and processes. * Exercise skills in being tactful, diplomatic and empathic, demonstrating compassionate leadership skills; show consideration and support towards colleagues and patients; be approachable, responsive, resourceful and enthusiastic with a flexible approach to all aspects of work and be self-motivated and proactive in their work ethos. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post requires judgements to be made on provision of resources and clinical activities that require a high level of complex analysis and judgement. They will be able to make comparisons on a range of options to address issues such as monitoring activity data, breaches and DNA rates to effectively develop systems that reduce waiting times, maximise capacity and appropriate use of resources to ensure a quality service is maintained and contract specifications are met.  Act as an expert resource to review highly complex cases, where clinical opinions may differ. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * They will assist in co-ordinating the planning of the Audiology service to meet outpatient targets and to continuously develop the most efficient and cost-effective structure for the delivery of services with the involvement of clinicians and health professionals. * The post holder will lead the strategic planning for the Eastern Audiology service, identifying service changes driven locally and nationally, and considering how these should be implemented. * The post holder will support the strategic planning and development of Audiology/ENT services both within the Trust and within the wider organisation which may include NDDH, ICB and Service users in configuring future service provision. * The post holder will be responsible for managing their own clinical work load and will be adaptable to changes in demand. |
| **PATIENT/CLIENT CARE** |
| The postholder will undertake highly specialist clinical activity with patients and will be directly responsible for service delivery in the absence of the Head of Service.  The postholder will hold a caseload of escalated and highly complex patients, designing and delivering packages of care for these patients.  The role will involve engaging patients in the review and development of the service and establish strong communication links within the Patient Advice and Liaison Team and patient groups.  Attend multi-disciplinary meetings alongside the Head of Service to discuss patient care/treatment with consultants from external Trusts who have referred in patients to our service, that might have specific needs needing shared or advised upon especially when discharging from care, and/or referring back of individual patient cases  Attend multi-disciplinary meetings to give expert Audiology advice and guidance on the treatment options for patients or the decision to discharge or refer back to original referring clinician for ongoing care.  The postholder will monitor care across Audiology in RDE to provide assurance and development of IQIPs accreditation  The postholder will have direct contact with patients when dealing with incidents or complaints. In the absence of the Head of Service, they will delegate clinical responsibility for triaging referrals and other clinical queries to other clinical colleagues, including organising emergency or urgent referrals.  The role will involve leading on complaints, responsibility for reporting, investigating, responding to incidents in accordance with Trust policies and procedures, ensuring effective response and action within the established Trust response target. |
| **POLICY/SERVICE DEVELOPMENT** |
| They will be responsible for policy and service development. Working in conjunction with the senior nursing and consultant medical staff in order to formulate the development of clinical guidelines for all aspects of clinical practice within the Audiology Service.  The postholder with represent the Head of Service in Trust and National Groups that impact on Audiological Practice and assess the local viability of national initiatives, collaborating effectively with other departments and service providers to ensure that services are delivered to the expected standards of patient care and working effectively to resolve any issues arising and integrating these approaches into local service planning. They will also participate in the Heads of Service meetings in the absence of the Head of Service.  Responsible for the implementation of national and Trust policy across the service.  Ensure services managed use best practice and benchmarking – such as Model Hospital and GIRFT – to identify areas to improve quality of care and operational efficiency. Monitor action plans arising from service improvements ensuring targets are achieved.  Ensure services are able to access local & corporate resources and facilities to plan future evidence-based service developments and implementation of change.  Lead the development of business cases for service developments, ensuring pertinent and accurate data are included, prior to presentation at Care Group Board, Trust Delivery Board(s) and Trust Delivery Group (TDG).  Communicate changes to national policy(ies) to staff within the services managed.  To actively be involved with and be responsible for the implementation and maintenance of the Audiology service procedures and policies.  The post holder will provide a key role in developing and managing high standards of patient care within the department utilising the available resources and in support of the framework of the Trusts Business Plan to maintain and increase the scope of IQIPs accreditation. They will be responsible for the development and monitoring of departmental administrative Standard Operating Procedures to ensure the team is working to the same high-quality standard and communicating content and adaptations of departmental Standard Operating Procedures to the wider team. They will act upon findings of internal and external audits to continuously improve the quality of service planning and monitoring.  The post holder will assist the Head of service in policy implementation and development for the service in order to manage capacity and demand and respond effectively to government agendas.  The post holder will ensure that all Trust and NHS policies and protocols are adhered to and current.  The postholder will provide support to the Head of Service to deliver the clinical governance and risk management agenda, including the development of systems where risks are identified, solutions implemented and assurance provided. This will also involve participation in ENT Clinical Governance meetings across the wider organisation.  The post holder will be responsible for managing waiting time targets and breaches, developing systems to achieve them, maintaining audit spreadsheets and generating activity data relating to departmental clinical services for monitoring and improvement planning, feeding into the Trust reporting systems. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| The postholder will manage a delegated budget for the Eastern services, taking responsibility for financial and budgeting requirements for Eastern Audiology services. They will support the Head of Service in cost saving and cost efficiency targets Trust wide whilst ensuring adherence to Standing Financial Instructions.  They will have budgetary responsibility for Eastern Audiology services for both pay and non-pay expenditure.  They will assist in deploying staffing resources, to ensure the service is effective in delivering services.  They will be involved in working with the Head of Service in developing comprehensive Business Plans to support the negotiation of funding resources and the continued development of the service.  The post holder will demonstrate a good level of record keeping and cost-effective approaches and support the Head of Service in ensuring that the Audiology contracts are current and comply with the SFIs, identifying and notifying any financial concerns to the Head of Service.  There will be a responsibility for monitoring stock levels and ordering where necessary and for ensuring proper use of materials and minimising waste. |
| **HUMAN RESOURCES** |
| The post holder will provide day to day management of the Clinical and Admin teams and chair regular meetings with departmental staff. This will involve effective consultative communication systems to encourage participation. The post holder will work within multi-disciplinary teams to actively exchange ideas, good practice and innovation to achieve better quality and value for money, whilst maintaining excellent patient-centred care.  They will work alongside the Head of Service in the management of the workloads within the department to ensure optimal use of available staff to meet these workloads.  the postholder will lead recruitment and selection, management and retention of Audiologists, Associate Audiologists, Admin staff and Secretarial staff for Eastern services. This requires a high level of understanding of rotas, clinical roles and specialisms across the service to maximise efficiency of staffing resources.  The post holder will complete a full range of HR function which would include recruitment, sickness reviews and staff appraisals and actively support the management of the Continuous Professional Development of all members of staff based within the Audiology department in order to deliver the service, maintaining an effective skills mix and support staff development and progression. They will be able to manage grievance and disciplinary issues.  They will monitor annual leave, flexi-time, absence and training by authorisation and planning so that adequate cover is provided at all times and manage levels of performance, absenteeism, sickness and behaviour reporting to the Head of Audiology for action, the post holder will support with the delivery of any necessary action to manage this effectively.  The postholder will have a responsibility for ensuring the Health and Safety of the Audiology Staff and identifying and reporting any case of suspected or confirmed abuse in accordance with the agreed guidance and procedures and ensure that all staff understand and have access to relevant Trust policies and procedures. They will also have a responsibility to uphold Trust values by demonstrating them in your day-to-day work and recognising staff who uphold them in their interactions with other staff, patients and service users. |
| **INFORMATION RESOURCES** |
| Enter relevant details into patient’s medical records and via Epic and Auditbase. This may include producing letters/reports to patients and other healthcare professionals, as and when required.    This will involve creating and maintaining audit spreadsheets and generating activity data relating to departmental clinical services for monitoring and improvement planning, ensuring effective communication to the Head of Service regarding problems and departmental performance. They will ensure that records and statistical information on service activity are distributed to appropriate organisational bodies and adhere at all times to the General Data Protection Regulations.  The post holder will be responsible for liaising with Clinical Audit to ensure timely access and distribution of patient satisfaction surveys for IQIPs accreditation and quality assurance and formulate improvement action plans assists in service audits, responding to outcomes and communicating outcomes to the Audiology team. |
| **RESEARCH AND DEVELOPMENT** |
| They will liaise with Clinical Audit to ensure timely access and distribution of patient satisfaction surveys for IQIPs accreditation and quality assurance and formulate improvement action plans. They will conduct in service audits and respond to outcomes.  The postholder will undertake audits of complaints, incidents, practitioner clinical practice in line with national guidance as well as local policies.  The postholder will participate in the collection of clinical data and research studies as required.  The postholder will review recent evidence on which to plan and base clinical practice  They will utilise audit findings in the delivery if care in the Audiology service, developing new ways if working and disseminate information to staff  The post holder will initiate and participate in clinical audit throughout the Audiology service  The post holder will evaluate their own role and that of the sub speciality team and the needs of the service and develop own role and teams role to meet the changing needs of the patient and current best practice.  Research and development, and audit activities will be undertaken on a frequent basis (at least monthly). |
| **PHYSICAL SKILLS** |
| * The post holder will require excellent high level keyboard skills. * They will have highly developed fine motor skills, excellent coordination skills and a high degree of precision alongside an excellent level of attention to detail. |
| **PHYSICAL EFFORT** |
| * The post holder may assist patients when in the Audiology department to help clinicians, e.g. be able to use manual handling techniques occasionally to moving patients in wheelchairs. They may also be required to carry and lift clinical equipment to satellite sites in the event of equipment failure and manage caseloads of medical records. * Manually handle equipment frequently, following ergonomic risk assessment as per statutory training and service risk assessment. * Treatment may necessitate working in restricted positions or limited space frequently for sessional periods. * Driving frequently is required to meet the requirements of the post. * Follow BSA guidance with patient positioning and self-positioning when performing clinical activity, that can require self-positioning into awkward positions for short periods of time. * They will be able to manoeuvre patients into the appropriate positions for performing assessments. |
| **MENTAL EFFORT** |
| The post holder will be able to concentrate for longed durations and be able to be adaptable due to frequent interruptions and unpredictable work patterns.  They will have a high level of concentration for prolonged periods and be able to be flexible and adaptable to the varying workload. They will be able to sit for prolonged periods.  The postholder will be required to concentrate for prolonged periods on a frequent basis, when undertaking service reviews, business case writing, active participation in meetings, and performance analysis. |
| **EMOTIONAL EFFORT** |
| * Deliver and work with patients in the aftermath of delivering bad news regarding the diagnosis of audiological pathologies to both patients and or parents/carers. * The post holder will have frequent exposure to debriefing patient who have received distressing news following diagnostic assessments performed by other professionals such as imaging results. * Work with patients with mental health problems and occasional challenging behaviour. * Deliver emotional and sensitive information on a daily basis to patients/family/carers. * There will be a requirement to deal with staff management issues occasionally. * The post holder will be exposed to and will need to be able to cope in a stressful working environment, which will involve the workload itself, but also the ability to manage exposure to distressing situations when a patient shows distress to home related situations e.g. bereavement. |
| **WORKING CONDITIONS** |
| The post holder will have the ability to manage occasional exposure to verbal aggression.  They will have daily use of VDU equipment for prolonged periods and in sound proofed rooms.  The post holder may be exposed to dust occasionally and high levels of noise moderately when performing clinical activities.  There is a moderate exposure to bodily fluids most likely ear wax when conducting hearing aid work and performing clinical assessments. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles. |

PERSON SPECIFICATION

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| **Job Title** | Associate Head of Audiology |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING** |  |  |
| * BSc Hons in Audiology or historical equivalent qualification. | E |  |
| * Proven knowledge and demonstrable experience of all aspects for specialist Audiology | E |  |
| * Masters level post specialist qualification or experience | E |  |
| * Relevant management qualification | E |  |
| * Proven evidence of CPD | E |  |
| * Hold RCCP registration | E |  |
| **KNOWLEDGE/SKILLS** |  |  |
| * Proven knowledge and demonstrable experience of all aspects for specialist Audiology | E |  |
| * Treat patients unsupervised using own judgement, experience and knowledge. | E |  |
| * Ability to devise patient-specific treatment plans, using an analytical approach that will require problem solving. | E |  |
| * Able to work efficiently under pressure and direct other staff in these situations to ensure service requirements are met. | E |  |
| * Ability to communicate and work effectively within a range of relationships, both verbally and in writing. | E |  |
| **EXPERIENCE** |  |  |
| * Proven record of operational / service management. | E |  |
| * Demonstrable supervisory experience at section leader level or above | E |  |
| * Experience in audit | E |  |
| * Partake in audit and development in the context of improving patient care and treatment. | E |  |
| * Experience of vestibular diagnostics and rehabilitation |  | D |
| * Experience with computer database systems. | E |  |
| **PERSONAL ATTRIBUTES** |  |  |
| * Team working, being a self-manager, good interpersonal skills, good communication skills, ability to be empathetic, handle difficult or emotional situations, good organisational skills and work in a calm manner particularly in a busy working environment | E |  |
| **OTHER REQUIREMENTS** |  |  |
| * Must be able to be flexible and work with the changing demands of the service | E |  |
| * To work with Trust policy in regards to agreed standards of personal and professional development within appropriate timescales. | E |  |
| * The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | E |  |
| * Have a full UK driving licence to travel to other locations occasionally as required. | E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  | Y |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y |  | Y |  |  |
| Noise (over 80dBA) | Y |  |  | Y |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | Y |
| Heavy manual handling (>10kg) | Y |  |  | Y |  |
| Driving | Y |  | Y |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  | Y |  |
| Mental Effort | Y |  |  | Y |  |
| Emotional Effort | Y |  |  | Y |  |
| Working in isolation | Y | Y |  |  |  |
| Challenging behaviour | Y |  | Y |  |  |