

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Vestibular Lead – Eastern location |
| **Reports to** | Associate Head of Audiology |
| **Band** | 7 |
| **Department/Directorate** | Surgery Care Group |

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| **JOB PURPOSE** |
| * To support the Associate Head of service to provide leadership, governance and quality improvements for the vestibular team working at RDE. * 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 * Assists the Associate Head of Service in the recruitment and development of Audiology clinical staff and the Administration and Clerical team to maintain a quality service while working within the financial resources and business plans of the trust. * Provides expert clinical service in rehabilitation of adults with complex hearing loss and balance disorders * Undertakes clinical supervision and training of staff and trainees |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Vestibular Lead within Audiology department at the Royal Devon and Exeter hospital with support from the Associate Head of Service. * To assist the Head of service with managing complaints, incidents and non-conformities * With the support of the Associate Head of Service, provide leadership and drive service development within adult rehabilitative audiology and vestibular service to ensure continuous service improvement to enhance the quality, safety and efficiency of patient care * To assist the Associate 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 * To assist the Head of service in ensuring staff have appropriate appraisals and development plans, competency assessments and plan training for staff in the vestibular service * Work within the Trust management systems to ensure smooth service delivery, such as through attendance at service line meetings. * With the support of the Associate Head of Service, responsible for the development and maintenance of clinical protocols in adult rehabilitative and vestibular audiology * To provide education, training and supervision to audiology staff of all grades * To assist the Head of service in monitoring performance data * Take part in research and development, including input into the design of clinical trials and presentation of the results. * To assist the Associate 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 line management which includes the assisting the Associate Head of Service in direct management vestibular Audiologists, requiring excellent communication skills and the application of effective management techniques in support of the Associate 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 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** |
| - Structure Chart: |
| **FREEDOM TO ACT** |
| * The position will require the compliance with BSA recommended procedures and Trust policy for clinical activity and work within the guidelines given. * To liaise with Associate Head of Audiology and understand own limitations of practice when necessary, though having the freedom to make own clinical decisions on a daily basis. * To listen and act upon direct patient feedback and preferences to bring a satisfactory outcome for all parties. * Often running the service single-handedly due to sickness, A/L or other staff involved elsewhere in outlying Trusts. |
| **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, 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 Maintain an empathic approach to advising patients who are significantly sight, hearing or speech impaired, such as in cases of ablative surgery to the head/neck region. Including patients with comprehension challenges, physical disabilities, brain injuries/surgery whether young or elderly. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post requires judgements to be made on a range of facts that require a good level of analysis and comparison of 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 use of resources to ensure a quality service is maintained and contract specifications are met. The post holder will ensure that all Trust and NHS policies and protocols are adhered to and current. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * To assist the Associate Head of service in organising patient clinics ensuring the availability of required joint consultant and healthcare assistants i.e. liaise through EPIC or make telephone contact with admin/clerical, nursing and medical staff to facilitate joint consultation appointments and be aware of environment appropriate to the patients’ medical and emotional needs when sharing difficult advice or outline requirements. * Organise own workload through departmental calendar whilst often working alone, running clinics and using own initiative around theatre obligations, annual leave or Estates planning and maintenance interruptions. * Attend multi-disciplinary meetings alongside the Associate 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 |
| **PATIENT/CLIENT CARE** |
| The postholder may have direct contact with patients when dealing with incidents or complaints. In the absence of the Associate Head of Service, they will delegate clinical responsibility for triaging referrals and other clinical queries to Audiologists or appropriate Audiologist Services, Access to Work etc. including organising emergency or urgent referrals.  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 extend the scope of IQIPs accreditation.  The role will involve offering advice 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.  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.  The postholder will provide support to the Associate 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. |
| **POLICY/SERVICE DEVELOPMENT** |
| To actively be involved with and participate in the implementation and maintenance of the Audiology service 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 assist the Associate Head of service in policy implementation and development for the service in order to manage capacity and demand and respond effectively to government agendas. 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 postholder with represent the Associate 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.  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 RD&E, CCG, STP and Service users in configuring future service provision.  The post holder will support the Associate Head of Service in the management of change and create an open environment and a positive approach to implementing new and innovative ideas and approaches and make a commitment to ensure continuing and improving service quality. They will have responsibility for reporting, investigating, responding to complaints and incidents in accordance with Trust policies and procedures, ensuring effective response and action which will contribute to service improvement.   * Implement as necessary within the department, changes to Trust or departmental policy and procedure to maintain best practice. * Observe and comply with current health and safety and COSHH legislation. * To have responsibility to highlight and act upon risk management and health and safety policies within the workplace. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| The postholder will assist the Head of service responsibility in managing financial and budgeting requirements, including cost saving and cost efficiency targets whilst ensuring adherence to Standing Financial Instructions.  They will be an authorised signatory for the Audiology department for both pay and non-pay expenditure  They will assist in deploying staffing resources, both human and financial, to ensure the service is effective in delivering services.  They will be involved in working with the Associate 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 Associate Head of Service in ensuring that the Audiology contracts are current and comply with the SFI’s, 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 assist the Associate Head of Service in day to day management of the vestibular team. This will involve effective consultative communication systems to encourage participation and support staff and working in 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 support the Associate Head of Service in the management of the workloads within the department to ensure optimal use of available staff to meet these workloads and with the recruitment and selection, management and retention of Audiologists, Associate Audiologists, Admin staff and Secretarial staff. 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 ensure staff appraisals are undertaken within a given timeframe and support the Associate Head of Service in 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 undertake appraisals for the administration staff and manage initial stages of any 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 Associate Head of Audiology for action, the post holder will only take action when the Associate Head of Audiology is absent and 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 Data Protection Act.  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** |
| 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.  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 assists in service audits and respond to outcomes. |
| **PHYSICAL SKILLS** |
| 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. |
| **PHYSICAL EFFORT** |
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| **MENTAL EFFORT** |
| The post holder will have a proven ability 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.  They will demonstrate the ability to investigate complaints effectively and sensitivelyand influence and negotiate with multi-disciplinary team regardless of level of seniority, through the Divisional process.  They will have a proven ability to be 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 workandbe self-motivated and proactive in their work ethos.  There will be a requirement to deal with staff management issues occasionally. |
| **EMOTIONAL EFFORT** |
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| **WORKING CONDITIONS** |
| The post holder will have the ability to manage exposure to verbal aggression and make daily use of VDU equipment for prolonged periods and in sound proofed rooms. |
| **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** | Healthcare Scientist Specialist |

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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 |  |
| * Substantive post specialist qualification or experience | E |  |
| * Relevant management qualification | E |  |
| * Proven evidence of CPD | E |  |
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| **KNOWLEDGE/SKILLS/Ex[pe** |  |  |
| * Proven knowledge and demonstrable experience of vestibular diagnostics and rehabilitation | E |  |
| * Demonstrable supervisory experience at section leader level or above | 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 |  |
| * Proven record of operational / service management . | 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 | E |  |
| * 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 |  |
| * Hold RCCP/ACHS registration | 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 |  |
| * Ability to travel to other locations occasionally as required. | E |  |