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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Assistant Practitioner (Audiology)** |
| **Band:** | **4 (Band 3 until completion of a foundation degree or equivalent qualification)** |
| **Responsible To:** | **Head of Audiology** |
| **Accountable To:** | **Head of Audiology** |
| **Section/Department/Directorate:** | **Audiology, Directorate of Planned Care** |

**Job Purpose:**

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| The post holder is part of the Audiology team based at Royal Devon and Exeter Hospital. They will be responsible for delivering effective, high quality care and carrying out specific clinical tasks, ensuring the area of work runs smoothly and efficiently and manage time, tasks and resources effectively The Assistant Practitioner on completion of training will always continue to act under the guidance of a registered AudiologistWorks within the boundaries of existing competence, adhering to local and national protocols/standard operating procedures and policiesDelivers high standards of compassionate, dignified care, managing their time, tasks and resources effectivelyTo support registered Audiologists in their duties and contribute to the holistic care of patients as part of a multi-disciplinary teamThe post holder will ensure that the environment is clean, safe, tidy and welcoming for patients and visitors.  |
| **Context:** |
| To act as a role model for other staff membersContributes to the management of a safe working environment by minimising clinical riskCompiles comprehensive records of care delivery as per best practice principlesRecords patient information accurately using trust software systemsUtilises highly complex, specialist equipment to provide treatment where requiredLone working as required in accordance with trust policy and proceduresAs part of a multi-disciplinary team, they will provide a key role in providing care and support to individuals as specified in a written care or service plan, in a range of environmentsEnable and empower individuals to develop, sustain and improve their overall health and wellbeing

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| **Key Working Relationships:**To establish effective communications amongst all staff within the service, thus creating conditions conducive to good patient care.The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. Working relationships are defined throughout the job description and will include:AudiologistsENT ConsultantsClinical Nurse Specialists in aural carePatients, relatives and carersGeneral PractitionersCommunity hospitalsLocal sensory teamRehabilitation officer for the hearing ImpairedSpecial Care Baby UnitHearing aid and ear mould manufacturersProcurement teams |

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| **Organisational Chart:** |
| Head of AudiologyDistrict Manager of Audiology & Hearing Services**Deputy Head of Audiology** Band 7 Principal Audiologist x4Band 6 Senior Audiologist x 8 |
| Band 5 Audiologist x1 Band 4 Associate Audiologist x1Band 3 Medical Sec x1 – Band 3 A&C X2 – Band 2 A&C x3**Key Result Areas/Principal Duties and Responsibilities** |
| **Communication and Relationship Skills**This role requires excellent communication skills including verbal, written and use of IT systems and databasesHave good interpersonal skills to communicate with patients, relatives and carers in an appropriate, empathic manner, being sensitive to the complex communication difficulties of patients with barriers to communication including those who are deaf or hard of hearing, those with learning difficulties and visual difficulties. (This may also involve patients whose first language is not English and need an interpreter)Apply motivational, tactful and reassurance skills to the patients where deafness provides a significant barriers to communication and works cooperatively with patients and team membersForm professional relationships with patients/clients and communicates and cooperates with them in a way that respects their views, autonomy and culture.Understand the implications of the Mental Capacity Act and acts to assess capacity as appropriate. Understand the safeguarding adult’s issues and act within the guidance of the policy to keep adults within their care safe. Able to keep contemporaneous documentation using and supporting the organisation’s documentationReport effectively to the relevant team on patients progressCommunicate with other staff and agencies as appropriate in written and/or oral format to report on patient progressAttend meetings and feedback relevant informationAssist in obtaining valid patient consent and work within a legal framework with patients who lack capacity to consent to treatment.Contribute to multi-disciplinary meetings and case conferences, helping to ensure that these is an integrated approach which benefits the patient’s overall care and treatment plansTo provide patients with clear instructions prior to a hearing assessment, accurately interprets results and clearly explains the outcome to the patientsTo involve the patients in decision making and management plans to deliver person-centred careTo counsel patients in the rehabilitation aspects of adapting to hearing aids and provide realistic expectations of the benefits and limitations of hearing aid use for those with mild to moderate hearing difficultiesTo communicate effectively, empathically and positively the benefits of hearing aids, communication tactics and assistive listening devices as appropriateTo communicate effectively with patients, relatives and carers about the safe use and maintenance of their hearing aids and how to put them in**Analytical and Judgement Skills**Carries out delegated assessment of patients and their hearing loss and monitors the patient outcomes following intervention, such as hearing aid fittingsUndertake delegated risk assessments providing accurate feedback to the team as necessary e.g. in relation to lone workingRecognise the need for further advice, guidance and support as appropriateTo perform otoscopic examination of the ear, recognising contra-indications to further treatment and referring onto GP / ENT or Clinical Nurse Specialists in Aural care where necessaryTo perform audiometry and tympanometry to BSA recommended guidance and accurately interpret results and explain results clearly to patientsTo select the correct length open fit tubing / domes or ear mouldTo undertake verification of hearing aid setting using subjective tests, Real Ear Measurements, outcome measures (COSI) to formulate individual management plans for each patientTo use hearing aid software to programme hearing aids accuratelyTo modify earmoulds for comfort or fit as requiredTo work in a busy drop-in daily repair service, using analytical skills to formulate individual solutions to routine hearing aid problems and undertake postal repairs in a timely mannerTo manage telephone and face-to-face follow ups following a hearing aid fittingTo perform daily Stage A calibration checks on Audiological equipmentTo advise patients in aspects of adapting to hearing aids, providing realistic expectations and motivation of the benefits and limitations of hearing aid use for mild/moderate hearing lossesTo identify when test results are reliable and if further testing is requiredTo accurately record outcomes on the Audiology database and hospital Patient Management System **Planning and Organisational Skills**The post holder will be expected to:Support the planning, implementing and evaluating programmes of care for individual patientsWork without direct supervision of a registered Audiologist in the implementation of programmes of care and evaluate the effectiveness of interventions and feedback appropriatelyPrioritise own tasks under the appropriate delegation of the registered practitionerLiaise with other providers regarding care provisionBe able to plan and successfully undertake the academic components of a training programme whilst continuing to achieve clinical competenciesTo assist staff to ensure the department is working effectively at all times by contributing to the maintenance of stock levels in rooms**Physical Skills** A range of clinical skills including: dexterity and accuracy for routine Audiological interventionsTo be able to complete a daily workload to achieve the required tasks within allocated timesTo be able to respond to the changing demands and daily pressures of the serviceTo obtain aural impressions for ear mouldsTo be responsible for own safe use, storage and security of equipment used in Audiological investigations, adhering to departmental policy**Responsibility for Patient and Client Care** To work within clearly a defined accountability framework.To demonstrate clinical competence developed through continual professional development, reflective practice and maintenance of a skills portfolio relevant to the service specification.To recognise and appropriately address risk factors to patients/clients and carers within their healthcare setting and feedback appropriately to the AudiologistTo report any incidents, untoward incidents, complaints and near misses to self, patients or carers to the appropriate professional within the stated timescales and record these on DatixTo have some autonomous responsibility for patient care whilst managing own caseload and hearing aid repairs service. This includes record keeping and information sharing with the patient, parents, carers and/or other professionalsTo ensure that the department’s identification policy is adhered to and that all patients are correctly identified at the beginning of any appointmentTo perform Audiology procedures as determined by the scope of work, under the direct / indirect supervision of a qualified AudiologistTo maintain privacy, dignity and respect for each patient **Responsibility for Policy and Service Development**To work to Trust Policies, Procedures and Standard Operating Procedures (SOP).To maintain Trust Standards of Clinical Governance.To support Professional Standards of PracticeThe post holder will work in accordance with departmental policies, protocols and procedures. To carry out or assist with duties required to improve quality, patient experience and safety**Responsibility for Financial and Physical Resources**Support the efficient use of resources including; maintaining stocks and supplies and ordering equipment & resources as agreed or directed Ensure safe and efficient use of stock and equipment including; ensuring equipment is checked appropriately and any defects reportedDemonstrate and instruct the use of equipment safetyTo invoice and direct patients to payment for lost hearing aids according to departmental protocol**Responsibility for Human Resources**May be expected to supervise, assess and support junior staff and / or students within the departmentMaintaining own professional development, identifying developmental needs and attending training, including all annual mandatory training to enhance the role within the clinical area.Be prepared to share knowledge and experience both formally and informally Participate in the training / induction of other staff / students as appropriateTake a flexible approach in supporting colleagues during times of workload pressures. Participate in supervision and appraisal process, identifying own areas of development, & undertaking relevant activities to meet objectives set in Personal Development Plan. Keep a record of own training and development, maintain a portfolio to demonstrate continuing professional development, working to sustain acquired competencies for the post.To ensure behaviours in the department reflect Trust values, reporting any concerns to the Head of Service or Deputy Head of ServiceTo contribute to team culture positively**Responsibility for Information Resources** To adhere to local and national policies and guidelines with respect to appropriate governance legislationInputting, storing and providing information on relevant IT systems and patient recordsAccurately completing and maintaining effective patient records maintaining confidentiality issues**Responsibility for Research and Development** Contribute to developing own and team evidenced based practice including research and involvement in the audit process. To engage in active participation in data collection for audit and quality assurance and IQIPS purposes.**Decision Making**Adhere to professional and organisational standards of practice, policies and procedures and work within guidelines under the supervision of a qualified (RCCP Registered) AudiologistWork alone at times in a variety of community settings, under the direction of a qualified Audiologist with access to support and supervisionWork within organisational Policies, Procedures and Standard Operating procedures (SOP) The post holder will react with autonomous decision making within their defined boundaries and Trust policies to respond to the immediate needs of the patients and service and maintaining excellent person-centred care. **Physical Effort**Daily work involves frequent sitting/standing, walking, moving equipment and manual handling. Lift and carry equipment (wheelchair, health care equipment) and furniture frequentlyTreatment will necessitate working in restricted positions or limited spaceMoving and handling of patients and equipment in relation to assessment, treatment and rehabilitationTo be able to work in soundproofed rooms that have no natural light and can be hot at timesTo be able to work with VDU equipment on a daily basisDriving to meet the requirements of the post **Mental Effort** To be able to interpret hearing assessment results and patient informationHelp patients to make appropriate choicesHelp to encourage / motivate patients in the benefits of wearing hearing aids whilst giving realistic expectationsHave the ability to communicate with the appropriate response and manner to both patients and carers/family during emotional times.To be able to problem solve when patients report faulty hearing aids Ability to use and concentrate for long periods using ITTo be able to complete a daily workload to achieve the required tasks within allocated times**Emotional Effort**To be able to cope in a stressful working environment, which will involve the workload itself, but also the ability to manage occasional exposure to distressing situations when a patient shows distress to home related situations e.g. bereavement or has a chronic or terminal illnessWorking with patients with mental health, learning disabilities and challenging behaviour.Ability to cope and deal with areas of conflict**Working Conditions**Daily contact with ear infection, unclean patients and unpleasant smellsTo be able to work in soundproofed rooms that have no natural light and can be hot at times. |
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**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

**STAFF HEALTH AND WELLBEING**

You must take responsibility for your workplace health and wellbeing:

* Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
* 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.

If you are a line manager, in addition to the above, it is expected you will:

* Champion health and wellbeing.
* Encourage and support staff engagement in delivery of the service.
* Encourage staff to comment on development and delivery of the service.
* Ensure during 1:1’s / supervision with employees you always check how they are.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST :**  **Assistant Practitioner (Audiology)**

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| REQUIREMENTS | E/D\* | HOW TESTED?Application Form/Interview/Reference/Test | INTERVIEW COMMENTS | SCORE(1 Low – 10 High) |
| QUALIFICATIONS/SPECIAL TRAINING :* GCSE in English and Maths grade C or above/ Level 2 Functional skills in English and Maths
* Level 3 qualification (e.g. A Level, NVQ, QCF)
* Ability and willingness to undertake Foundation degree training programme for assistant Audiology practitioner
* Able to fully commit to attending study days, completing academic modules and End Point Assessment (EPA) requirements
 | E E EE | Application formInterview |  |  |
| KNOWLEDGE/SKILLS:* Excellent communication skills (both verbally and written) with an ability to bridge communication barriers created by deafness, young patients and those with cognitive or physical difficulty
* Good IT skills
* Demonstrate a commitment to personal development
* Sound knowledge of a range of clinical presentations and how to escalate concerns
* Knowledge of correct assessments of patients with hearing loss and monitors patients outcome
* Knowledge of accountability, relevant SOPs policies and importance of patient documentation
* Knowledge of client conditions related to the setting
* Health, safety and risk awareness
* Safeguarding and MCA understanding
* Knowledge / understanding or promoting patients independence
 | EEDEEEEE | Application formInterview |  |  |
| EXPERIENCE:* Proven experience of working in an appropriate healthcare environment
* Experience of working directly with patients providing care or treatment interventions
* Experience of training others in technical skills / life skills
* High level ability to work with a high degree of accuracy and be able to demonstrate attention to detail
* Understanding of information technology and administrative systems
 | EEDEE | Application formInterview |  |  |
| PERSONAL REQUIREMENTS:* Good interpersonal skills with effective written and verbal communication skills
* Ability to work independently and part of a team
* Ability to work under pressure and with flexibility
* Empathetic and demonstrates patient focus
* Able to manage own emotions and cope in sometimes difficult situations with patients or their relatives
* IT literate
* Ability to show consideration and support towards colleagues and patients by being professional at all times
* Demonstrate understanding of the boundaries of their existing competence and authority levels for delegation tasks
* Competent listening and observation skills
* Positive interpersonal skills
* Ability to complete a daily workload to achieve the required tasks within allocated times, demonstrating effective organisational skills
* Able to contribute to the training of other staff / students
* Willingness / commitment to undertake training
* Understands and demonstrates commitment to the Trust values
* To be approachable, responsive, resourceful and enthusiastic with a flexible approach to all aspects of work to meet the demands of the service
* To be self-motivated and proactive
* To maintain confidentiality in relation to patient identifiable and clinical information in line with national and Trust policies
* Ability to cope with situations on a daily basis that could be unpleasant e.g. unclean patients, ear wax, bleeding ears or blood related viruses and infection
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| OTHER REQUIREMENTS:The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.Flexible working re working in a range of clinical settings and environmentsAble to travel to meet the requirements of the role as the post holder will be required to work in community settingsAble to manage the moving and handling duties required of working with patients in various settingsDextrous and accurate for Audiological interventions such as hearing aid fittings / repairs and ear mould modifications | EEEEE | InterviewApplication |  |  |

\*Essential/Desirable

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| **HAZARDS :** |
| Laboratory SpecimensProteinacious Dusts |  | Clinical contact with patients |  | Performing ExposureProne Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents |  | Driving | X | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |