**Norfolk Deaf Association (NDA)**

**Job Description**

**Job title:** **Adult Audiology Service Manager**

**Responsible to:** **Chief Executive**

# Hours of work: 37.5 hours per week (some flexibility is required)

**Salary:** **£38,025 per annum**

**Place of work: 14 Meridian Way, Meridian Business Park, Norwich, NR7 0TA or any other locations used by the charity to deliver the service.**

**Purpose of post:**

To support the Chief Executive with the development and the operational management of the Adult Audiology Service (age related hearing loss, non-complex patients), including the recruitment, training, and clinical and line management of audiologists and other clinical staff delivering the service.

To carry out all aspects of routine audiological procedures ranging from diagnostic testing to adult rehabilitation with hearing aids and assistive listening devices and associated follow-ups and repairs. It is crucial that the post holder works within their sphere of competence and knowledge in relation to Adult hearing pathways. The post holder will work within a range of procedures and pathways in which they have experience to ensure a streamlined care plan is provided for patients/carers and their families.

The post holder will work closely with the Hearing Support Service Manager who has the responsibility for the provision of the aftercare. In addition to the clinical role, the postholder will have the be responsibility for departmental stock management and for ensuring that the service is delivered to a professional standard and in line with best practice and organisational policies and guidance, and approved quality standards.

# Principal duties:

1. To be responsible for the day-to-day management of the Adult Audiology Service.
2. To develop the service in line with organisational business and service development plans.
3. To ensure that the service is complaint with the applicable National Standards (i.e. NICE, BAA), works towards and achieves the Improving Quality in Physiological Services (IQIPS) Accreditation Standards and is delivered in line with organisational policies, procedures and protocols.
4. To be responsible for the recruitment, training, clinical/line management and development of Adult Audiology Service team, addressing any personnel issues to promote a productive and supportive work environment.
5. To be responsible for the scheduling of clinic dates, locations and staffing required to run the clinics.
6. To be responsible for liaising with Hearing Aids suppliers, for keep control of hearing aids stock and consumables, and in conjunction with the Hearing Support Service Manger be responsible for the purchase of required consumables as and when necessary.
7. To deliver Adult Audiology Service, ensuring that all patients are assessed accurately, and by the most suitable combination of clinical assessments, to include:

* Taking of clinical histories from patients or their carers’
* Clinical interview to assess hearing and communication needs
* Full otoscopy
* Audiometric testing, including measurements of pure-tone air and bone conduction thresholds including masking
* Assessment of current activity restrictions and participatory limitations - using a formal validated self-report instrument – e.g. The Glasgow Hearing Aid Benefit Profile (GHABP) or Client-Orientated Scale of Improvement (COSI) or International Outcome Inventory for Hearing Aids (IOI-HA)
* Assessment of loudness discomfort levels
* Integration of assessment findings with service user expectations
* Development of a personalised care plan

1. To provide and fit a range of digital hearing aids, where clinically appropriate and agreed with the patient, including aural impression taking, fitting and adjustments where appropriate.
2. To provide appropriate hearing rehabilitation, for example service user information and how to access services such as hearing support.
3. To provide Information on and signposting to any relevant communication/social support services.
4. To record results on to auditbase patient management system and report writing to referring clinicians within the commissioning body set timescales.
5. To carry our follow-up appointment to assess whether needs have been met.
6. In conjunction with the Hearing Support Service Manager, to provide the aftercare service for up to five years, including advice, maintenance and review at fifth year.
7. To have the ability to make decisions about the most appropriate course of treatment for the patient in their care. This includes those with learning disabilities, challenging behaviour and additional disabilities or special needs.
8. To demonstrate excellent communication skills with report writing and recording of notes on the patient management system.
9. To maintain patient safety through consistent compliance with organisational policies for hand hygiene, infection control and reporting of notifiable conditions.
10. To work closely with senior management, interdisciplinary teams and other stakeholders in order to develop, implement and evaluate services, activities and functions.
11. In conjunction with colleagues, to undertake marketing and development activities for the service.
12. To assist the Chief Executive with the Charity’s income generation programme, in particular by providing timely information about the service performance.
13. To provide timely reports and information to the Chief Executive in readiness for inclusion into management reports for the Board, commissioners and stakeholders, as required.
14. To support the team with the production of publications and marketing materials for all services.
15. To be available to assist in other areas of the Charity’s work as needs arise.
16. Personal and Professional Development
17. To participate in regular supervision, annual performance review and attendance at team meetings
18. To undertake mandatory annual training/updates as required by the organisation
19. To be responsible for own personal and professional development, to actively participate in identifying training needs and to be willing to undertake training where a need has been identified and agreed with the Chief Executive, to ensure that an effective service is provided
20. To maintain knowledge in the health and social care field, and keep abreast of change in policy, practice and relevant legislation
21. To be able to work some additional hours, as required, to cover staff holiday/sickness and operational need
22. To undertake any other reasonable duties as directed by the Chief Executive that may reasonably fall within the scope of the post
23. General responsibilities:
24. To ensure the security within Norfolk Deaf Association at all times and be familiar with emergency procedures;
25. To maintain full and accurate records in accordance with procedures;
26. To implement and adhere to charity’s policies and procedures
27. To incorporate Equal Opportunities Policy and Anti-Discriminatory practice in all areas of work;
28. To maintain the highest level of confidentiality with all personal information held at Norfolk Deaf Association;
29. To implement and adhere to policy and practice in relation to health and safety in all aspects of the post holder’s work. To adhere to the post holder’s own responsibilities to health and safety within the workplace to colleagues, service users and the general public and also whilst working from other sites.
30. To work within established definitions of acceptable and unacceptable risks. To carry out risk assessments and participate in risk management in accordance with the charity’s policies
31. To promote and work within the values of the Norfolk Deaf Association, effectively contributing to its objectives

**Person Specification**

**Job title:** **Adult Audiology Service Manager**

Criteria required by appointee to ensure job effectiveness:

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Knowledge:**  Knowledge and understanding of general responsibilities related to patient information and record keeping  Evidence of the ability to formulate treatment plans and record outcome measures for routine patients  Understanding of the principles of governance  Evidence of professional development and knowledge  Knowledge of using the Auditbase patient management system | Y  Y  Y  Y | Y |
| **SKILLS:**  Clinical skills in assessment, treatment and diagnosis of a range of hearing conditions relating to adults.  Ability to perform and analyse a wide range of specialised audiological hearing tests and questionnaires  Competent IT skills e.g. word processing, email, databases  Effective verbal, non-verbal and written communication skills including communicating factual information to patients / carers  Effective team leadership and organisational skills with the ability to provide clinical education to newly qualified audiologists.  Demonstrate excellent written and verbal communication skills | Y  Y  Y  Y  Y  Y |  |
| **QUALIFICATIONS:**  BSc in Audiology or the equivalent professional qualification (ONC/HNC BTEC in Medical Physics and Physiological Measurements with a Professional Qualification in Audiology (BAAT Part I and II)  OR  BSc Audiology (or equivalent e.g. Hearing Aid Council examination or Foundation Degree in Audiology) level of expertise in audiology, with a Certificate of Audiological Competence (or equivalent)  Registered with the Health and Care Professions Council (HCPC) as a Clinical Scientist in Audiology or registered with the Registration Council for Clinical Physiologists (RCCP) voluntary register as an Audiologist.  Must be willing to participate in any relevant training identified to develop skills required to carry out duties  Evidence of continuing personal development (CPD)  MSc in Clinical Audiology or evidence of further education  Higher training scheme qualification.  Clinical Educators qualification | Y  Y  Y  Y  Y | Y  Y  Y |
| **EXPERIENCE:**  Minimum of 3 years clinical experience post-qualification  Relevant experience at a senior managerial level, including experience of team management in adult audiology  Appropriate experience in testing, assessing, prescribing, fitting digital hearing aids and providing aftercare  Experience of supporting complex adult caseload using appropriate techniques/ equipment e.g. Adults, Dementia, ALD  Experience of organising and prioritising own workload  Experience of working as part of a team  Experience of implementing national quality standards  Experience of using Auditbase | Y  Y  Y  Y  Y  Y | Y  Y |
| **PERSONAL ATTRIBUTES:**  Displays care, compassion, sensitivity and responsiveness to other peoples’ feelings and needs  Able to work as part of a team, co-operating to work together and in conjunction with others and willing to help and assist wherever possible and appropriate appreciating the value of diversity in the workplace  Able to develop, establish and maintain positive relationships with others both internal and external to the organisation and with patients and their carers  Commitment to improving clinical practice and the delivery of evidence-based patient focused care  Able to work under pressure, dealing with peaks and troughs in workload  Positive and flexible attitude to dealing with change; able to respond to the changing needs of the patient in an appropriate and timely manner  Highly motivated and reliable  Demonstrates values consistent with those of the charity  Has a high level of personal integrity; able to adhere to standards of conduct | Y  Y  Y  Y  Y  Y  Y  Y  Y |  |
| **OTHER:**  A positive and flexible attitude to change and development in the service  Full clean driving licence and access to a car | Y | Y |