

Clinical Job Description and Person Specification

Thank you for considering a role at [Cambridge University Hospitals NHS Foundation Trust](#), which includes Addenbrooke's and the Rosie Hospitals.

About Us

The Trust is one of the largest and busiest hospitals in the country and is a leading clinical and academic centre with a national and international reputation for excellence. Recognised as providing 'outstanding' care to our patients and rated 'Good' overall by the Care Quality Commissioner, is testament to the skill and dedication of the people who work here. It is their teamwork, energy, commitment and imagination that make us one of the best hospitals in the UK.

Our Values

The Trust's philosophy is to keep the patient at the heart of everything we do and we expect staff to uphold our values of **Together - Safe, Kind, Excellent** at all times. The Trust's Values and Behaviour Standard is attached to this job description; it provides more information about the type of behaviour we expect and love to see, and those we do not want to see. In considering whether to apply for the post you should consider whether you understand and feel able to live our Values.

Supporting you to be the best you can be

The Trust is committed to bringing the best out of its employees. We want everyone who works here to enjoy job satisfaction and feel proud to be an employee of the Trust. Each pay band has a set of Performance Standards which explains the level of competency and standard of delivery required to perform the role, you can download the performance standard for this post with the application pack. The Trust is committed to providing on-going feedback, development and an annual appraisal discussion.

Your Health and Well-Being

As a world leading healthcare organisation, CUH is a champion of good health and is committed to providing a smoke free campus to protect its staff, patients and visitors. Smoking is not permitted on the CUH campus and all employees must comply with the requirements of the CUH No Smoking Policy and support the processes and practices in place in relation to patients and visitors.

Your health and well-being are important to us. If you have any concerns about a health condition or disability that you have please read the Job Description and Person Specification carefully to ensure that you would not be putting yourself at risk.

We offer an extensive staff benefits package, including, childcare, flexible-working schemes and the NHS pension scheme along with a range of facilities that includes on- site sport and leisure facilities. Do visit our website for more information about working at CUH and living in Cambridge: [Working for us](#)

Submitting your application

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our Values, teamwork, reliable attendance, dedication and the ability to show compassion, care and respect to our patients, visitors and colleagues.

We recommend that you download the 'Information for Applicants - Completing your application' document which provides further details about how to complete each section of your application form and further information about the application process.

Job title:	Lead Audiologist
Band:	8b
Hours of work:	PT 0.8 WTE 30 hours per week
Location:	Audiology
To whom professionally accountable:	Head of Audiology and Emmeline Centre
To whom responsible:	Head of Audiology and Emmeline Centre
Job summary:	To lead all aspects of the Emmeline audiology team This post is concerned with: 1. The provision of a comprehensive audiological service in the Emmeline adult and paediatric implant teams covering cochlear implants, middle ear implants and bone conduction implants. 2. Responsibility for all operational planning and clinical outcomes within the Emmeline Audiology team. 3. Policy decision making and strategic leadership in the Emmeline audiology team 4. Responsible for quality across the Emmeline audiology team and meeting the requirements for IQIPS accreditation programme. 5. Responsibility for all aspects of leadership and line management of the Emmeline audiology staff. 6. To work with and deputise for the Head of Service. Service-orientated research and development. 7. Promotion of the Implant service to related professions and across the East of England region.

Key duties and responsibilities:

Leadership Role

1. To line manage all audiology staff employed on the programme in line with trust policy on employment, leave, sickness and performance.
2. Responsibility for regular appraisals of all staff within the audiological team, recognition of problems, implementation of desirable change and maintaining up to date job descriptions.
3. Recruitment of new members of the audiological team including preparation of job descriptions, arranging of advertisements, short listing of applicants and leading of interview panels.
4. Oversight of induction programme for new members of the audiology team, supervises and trains less experienced members of the audiology group as required.

5. To coordinate audiology staff availability, leave and cover
6. To be responsible for the allocation of case load to members of the audiology team and monitoring of their activity.
7. To promote and provide ongoing professional development for audiology staff and where appropriate for other members of the centre.
8. The post holder will meet regularly with those members of the audiology team who have specific areas of responsibility to ensure good practice and to coordinate clinical and administrative procedures.
9. To meet regularly with the Head of Centre providing information as required by the Head of Centre on the management of patients, activity levels and such other matters as may from time to time be required by the Head of Centre.
10. To identify need for change and after consultation with the Head of Centre, to implement such agreed changes.
11. To attend and contribute to regular meetings of lead clinicians in the department.
12. To work closely with other lead clinicians and the administrative coordinator to develop and implement patient pathways appropriate to the needs of all patients.
13. Responsibility for managing team and clinical/technical issues relating to the audiological programme. Chairing of meetings; reorganising clinic priorities in case of staff absence; signing of time sheets for locums etc.
14. When necessary, to lead the Clinical MDT and Team meetings and for ensuring that these meetings are effective. Responsibility for arranging and supporting other departmental meetings and forums as required.
15. Provides structured training in scientific aspects of programme for multi-disciplinary colleagues, external professionals and STP trainees. Shares with inter-disciplinary colleagues any pertinent knowledge gained after attending external workshop/ course etc.
16. Propose and promote changes in service to improve efficiency, patient satisfaction or outcome and audit results.
17. Liaison with other professionals to optimise service delivery and patient care.

Clinical role: organisation and planning

1. The post holder is responsible for the day to day running of audiological services provided by the Emmeline Centre. This includes cochlear implantation, bone anchored hearing aids, middle ear implants and the auditory brain stem implant programmes.
2. The post holder will work to the Head of Centre and in close liaison with the lead rehabilitationist and the clinic co-ordinator. This will include joint responsibility for control of expenditure within a budget whilst maintaining the levels of service required. The post holder will attend the department's monthly budget meetings.
3. Responsible for strategic planning for audiological services within the centre, including fit-for-purpose equipment provision; timetabling; policies and resource requirements including personnel.
4. Responsible for devising and implementing Departmental policies for procedures relating to auditory implants. Responsible for creating local clinical policies within broad professional and NHS guidelines and evidence-based published findings. Participates in British Cochlear Implant Group national level discussions that benchmark such policies.
5. Responsibility for clinical quality in the audiology team and quality assurance programmes and peer review.
6. Specific responsibility to co-ordinate and deliver the auditory brainstem implant for surgery and intra-operative testing. For initial outpatient session ensures the availability of a crash team.
7. Identification of obstacles to optimal clinical outcomes; plans and implements procedural improvements to the smooth running of the Audiology Team and (in liaison with colleagues) the wider department.
8. Responsible for overseeing caseload scheduling and the administration of appointments to ensure that clinical needs of individual patients on caseload are met.

9. To work with business manager and equipment team to ensure appropriate implants, hearing aids and associated consumables are ordered and stock levels maintained.
10. To work with Business manager, HoS and procurement lead in overseeing repair services both internal and via managed service contracts.
11. Liaison with implant manufacturers to understand products, new product timelines and clinical best practice with devices.
12. Responsible for the maintenance and calibration in consultation with equipment team of all audiological and associated equipment used in the assessment and management of patients and ensuring that standards of performance and calibration are maintained.
13. To research and recommend the planning and equipping of clinical rooms as well as storage space for implant equipment used by patients.
14. To ensure appropriate processing of referrals, activity monitoring and planning capacity in the audiology team to meet demand.

Clinical role

1. The post holder will have overall responsibility for the audiological management of patients of the Emmeline Centre.
2. Plans and delivers expert scientific input to the highly specialist and complex field of auditory implantation autonomously, without supervision and operates an independent caseload.
3. Formulates and delivers complex audiological assessments for caseload involving a full range of routine and non-routine audiological procedures for both adults and children as young as 3 months of age. These include the full range of behavioural and objective techniques.
4. Analyses and interprets assessment findings, which in complex cases can require highly developed expert scientific knowledge combined with sensitivity to subtle evidence of hearing/communication, especially when working with very young children or adults who may have other disabilities and psychological vulnerabilities.
5. Provides a formal report to the multi-disciplinary team meeting, taking responsibility for evaluating the audiological risks/benefits of auditory implantation for that individual and providing a key contribution to the team decision to whether an implant is an appropriate treatment for the patient.
6. Provides clear and accessible scientific and technical explanations in a verbal or non-verbal manner suited to the deaf person and their family, including use of basic sign language when required.
7. Determines optimal computer-based fitting of high technology digital and analogue hearing aids and provides independent recommendations for optimal rehabilitation.
8. Performs testing during surgery to assess the integrity of the implant and independently advises the surgeon on possible faults, including recommendation to discard or use of alternate device. Uses expert knowledge to obtain and analyse neural response recordings, electrically-evoked stapodial reflexes and other measures to inform programming of speech processors post-operatively.
9. Applies expert programming skills to activate and program the implant device to deliver optimal electrical stimulation. Highly effective communication with the deaf person is required to ensure their focussed participation in making lengthy judgements about the sounds provided by the implant. When working with children as young as 6 months of age, additional expert level paediatric skills are demanded, which include sensitivity to very subtle behavioural signs of hearing.
10. Uses expert skills to overcome limitations arising from partial or difficult electrode placements and overcoming unwanted side-effects such as facial muscle activation and other non-auditory stimulation.
11. Determines on-going modification to program settings of the implant to maintain optimal outcomes required throughout the lifetime of the implant user. May undertake domiciliary visits to program and troubleshoot equipment problems for implanted patients.

12. Independently discusses, advises and occasionally questions views within the wider inter-disciplinary team, occasionally requiring a robust challenge to clinical (Consultant) or managerial opinions.
13. Responsible for ensuring good multi-agency continuity of patient care through working closely with external agencies such as ENT/audiologists, GP's and teachers. This involves oral and written communication and arranging urgent visits for them to the Emmeline Centre.
14. Analyses cause of technical problems (often at short notice) and implements best combination of tests to inform programming solutions, collaborating if necessary, with Team clinical lead; peers; manufacturers and/or national/international colleagues. Manages appropriate onward referral of patients with urgent medical issues, such as head injuries or infections involving the implant.
15. Deals sensitively with communication needs of patient/carers in emotional circumstances e.g. whilst undertaking relevant technical investigations when serious problems arise, including implant failures.
16. Contributes effectively to case discussions regarding concerns arising within own caseload and that of peers; responsible for initiating and implementing audiological management plan for each case; ensures timely transfer of information to inter-disciplinary colleagues safeguarding good patient care and Departmental smooth running.
17. Obtains good quality audiometric and speech perception data to track outcomes of the implantation process for both individual patients and caseload as a whole. To evaluate, minimise and manage clinical risk within own caseload.
18. Provides advice to the surgical team during Auditory Brainstem Implantation about appropriate device placement, using information gained from intra-operative measurement of electrical auditory brainstem responses.

Research and Development:

1. Carries out peer-reviewed research into scientific aspects of auditory implantation, publishing and presenting findings in journals, national/international conferences and other media.
2. Participates in and collaborates on other staff members' research projects.
3. Creates audits and oversees Departmental protocols for adult services that reflect evidence based and cost-effective best practice.

Professional

1. Ensures that own practice is in accord with highest professional standards at all times. Maintain expert knowledge-base through regular attendance on courses, advanced workshops and meetings at national and international level.
2. Identifies self-training needs and takes a pro-active role in ongoing Department IDR process.
3. Maintains active membership of appropriate professional bodies, including Health Council Registration, complying with their continuing professional development requirements.
4. Responsible for the provision and recovery of equipment necessary for intra-operative testing in theatres on and off site.
5. Participates in risk management activities and implements agreed developments.

Information Resources

1. Uses software to create individual patient reports, plan case management and record outcome data.
2. Provides clear, concise reports, essential for sharing information within the Department and also to inform external professionals ensuring good continuity of patient care.
3. Maintains up-to-date and accurate case notes in line with professional standards and local Trust policies.

4. Records accurate clinical, activity and resource/stock control information in the database in accordance with Departmental policies.

General Compliance:

1. To comply with all Trust Policies and Procedures, with particular regard to

- Risk Management	- Health & Safety	- Information Governance
- Confidentiality	- Data Quality	- Freedom of Information
- Equal Opportunities	- No Smoking	- Being Open: a duty to be candid
2. All staff have a responsibility to comply with the current infection prevention and control policies, procedures and standards and ensure they have received training on infection prevention and control issues including hand hygiene and received refresher training appropriate to the job role. All staff should practice and encourage appropriate hand hygiene and act professionally to ensure the hospital environment is clean, safe and tidy.
3. To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
4. To follow all the Trust Security policies and procedures and be vigilant to ensure the safety and secure environment for care.
5. All staff that have access to or transfers any data are responsible for those data, it must be kept secure and they must comply with the requirements of the Data Protection Act 2018 and the General Data Protection EU Directive (GDPR). All data must be kept in line with the Trust's policies and procedures. Data includes all types of data i.e. patient, employee, financial, electronic, hard copies of printed data or handwritten data etc.
6. The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities.
7. The Trust is committed to carefully screening all staff who work with children and vulnerable adults. If this applies to this post, the appointment will be subject to a satisfactory Disclosure and Barring Service disclosure (formerly the CRB disclosure) of the appropriate Level.
8. All staff will receive training on Child Protection -Safeguarding Children Policies and Procedures as part of Induction and receive refresher training appropriate to the job role; this will equip the post holder with the knowledge of what you will need to do if you have concerns about the welfare of a child/young person under aged 18.
9. Participate in an annual Appraisal and Development Review meeting and ensure you are meeting the Trust's Performance Standard for the post.
10. CUH is a smoke free campus. All employees must comply with the requirements of the No Smoking Policy and support the processes and practices in place in relation to patients and visitors
11. To uphold the Trust Values and Behaviours standard.
12. Perform any other duties that may be required from time to time.

Every post holder can make a difference to a patient's experience. You will come across patients as you walk around the hospital; we rely on all our staff to be helpful, kind and courteous to patients, visitors and each other.

This job description may be altered to meet changing service needs, and will be reviewed in consultation with the post holder.

Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
Safe I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
Kind I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/ moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/ colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
Excellent I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.

Together-**Safe** | **Kind** | **Excellent**

Post Title: Lead Audiologist

Band 8b

Department: Audiology

How evidenced: **A** = Application Form **I** = Interview **T** = Test

Factors	Essential Criteria	How Evidenced	Desirable Criteria	How Evidenced
1 Qualifications	M.Sc. in Audiology or equivalent higher level training State registration Higher level clinical training eg STP/HTS/STP or equivalent	A/I	Registered Clinical Scientist HSST	A/I
2 Experience	Extensive previous experience in clinical audiology and expert specialism in hearing implants underpinned by specialist theoretical knowledge. Able to work autonomously with proven clinical ability in all routine aspects of hearing implant assessment and programming Significant experience in clinical leadership and experience in line management	A/I	Research experience Experience in budget management	A/I

3 Knowledge	Has an extensive knowledge of: • theoretical and practical knowledge of the anatomy and physiology of the ear • hearing implants and their processing strategies and other relevant new technologies • specialist techniques and equipment employed to evaluate hearing disorders • national standards, and professional recommendations and guidelines Understands the importance of research and development and is able to ensure team are kept up-to-date with current developments in the field Have a role in research, development and audit and can take a role in the supervision of research projects for junior staff. Has good understanding of budgetary constraints Has a good understanding of procedures in managing staff.	A/I		
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4 Skills	Able to plan and prioritise own administrative workload and complex workload of the team. Able to supervise and take responsibility for the work of other clinical scientists and technical staff when they are performing work under the postholder's direction. Ability to make policy decisions for future service provision within the department and take responsibility for implementation. Have awareness of financial issues relating to departmental budget. Able to act as HoS when necessary To be able to communicate effectively: • With all patients, particularly those with significant hearing difficulties • To explain highly complex information about hearing loss and management options • With other professionals and staff within the Emmeline Team, ENT and Audiology • With other organisations (manufacturers, volunteers, social services, GPs etc) • With all members of the team in management role including dealing with complex scenarios such as over work performance. • With finance and hospital managers. • In delivering specialist scientific and educational talks within and outside the department. • Able to deal sensitively with patients with distressing medical conditions or those who are emotionally struggling with the implications of their hearing loss. • Able to deal with aggressive patients . Able to create and maintain databases and spreadsheets, and extract information for internal and external use Able to input clinical data and up-date computer-held patient records for every patient attendance Have good keyboard skills for report writing and data analysis Able to spend prolonged periods in front of a VDU Good fine motor skills for aural impression taking, ear mould modification and real ear measurement tests. Able to safely and appropriately use delicate audiological equipment Able to safely move patients in wheel chairs.	A/I		
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5 Additional Requirements	The ability to understand and behave at all times, towards patients, visitors and colleagues according to the Trust values of <i>safe, kind, excellent.</i> The following hazards are associated with this job role: Have an understanding of the hazards posed by and precautions needed when dealing with: • Infectious patients and clinical waste (eg patients with MRSA) • Electrical hazards • Noisy and sharp tools used in earmould modifications and repairs • Able to work in clinical conditions often lacking in climate control due to the necessity for sound-proofed/airtight rooms	A/I		
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Information for Applicants - Terms and Conditions of Employment

This information is a summary of the main terms and conditions for pay, annual leave, hours and pension that is governed by the NHS Terms and Conditions of Service Handbook.

Pay

The advertisement provided the information about the pay band for this role. All pay bands have a minimum and maximum point with opportunity for pay progression on an annual basis until the maximum point of the band has been reached. This is subject to meeting expected levels of performance. For more information about Agenda for Change Pay please visit:

<http://www.nhsemployers.org/your-workforce/2018-contract-refresh/pay-journey-tool>

New entrants to the NHS will normally commence on the minimum point of the pay band. Only in exceptional circumstances where the employee has considerable relevant experience to the post can a higher starting salary be considered. If a current NHS employee applies for a post at a higher band they move onto the higher band receiving a promotional increase in accordance with NHS Terms and Conditions. Current NHS employees transferring on the same pay band retain the same salary.

Pay Progression

Employees in bands 1-5 receive pay progression on their incremental date (the anniversary of their start date) subject to meeting expected performance standards.

Progression through pay bands 6-9 is conditional on the employee demonstrating the Trust's Values and Behaviour Standard, meeting the Performance Standard for their band and other key compliance requirements. There are special conditions that apply to the receipt of pay progression in the first year of employment for those transferring from other NHS employers.

Hours

Full time is 37.5 hours per week and is in accordance with the working patterns/rota patterns within the ward/department. These may be changed from time to time depending upon patient / service needs. If the post you have applied for is part time, the salary will be calculated pro rata to 37.5 hours.

If you are required to work nights/weekends/public holidays you will receive the appropriate unsocial hour's enhancements.

Annual Leave Entitlement

This is dependent on complete years of NHS service.

Years NHS service	Annual leave entitlement per year
0-5 years completed NHS service	202.5 hours (based on 27 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
5-10 years completed NHS service	217.5 hours (based on 29 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
Over 10 years completed NHS service	247.5 hours (based on 33 days x 7.5 hrs per day) plus public holidays (pro rata for part time)

Pension

Employees are automatically enrolled onto the NHS Pension Scheme upon commencement. There is both an employer and an employee financial contribution to the pension scheme, with the employee contribution ranging from 5% to 14.5% depending upon your salary. New employees will receive a detailed information pack on commencement. For further information about the scheme and how to opt out following commencement, please visit www.nhsbsa.nhs.uk