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| **Job Specification; Sample Content**  **Audiologist, Assistant (6526)** | |
| **The following template provides sample content for the above role.**  **Please refer to the latest National Job Specification Template on the HSE Job Specification Repository to create your full and final version.** | |
| **Reporting Relationship** | ***For Example:***  The post holder will report to the Senior Audiologist. |
| **Purpose of the Post** | ***For Example:***  The Assistant Audiologist supports the audiology team in the delivery of the service. |
| **Principal Duties and Responsibilities** | ***For Example:***  *The Audiologist, Assistant will:*  **Clinical Assistance**   * Work within the Scope of Practice (SOP) for the role and qualifications. * Maintain professional standards in line with changing practice. * Plan and run screening, mould and repair clinics/sessions including adjustments to appointment times, running of open sessions etc. in an efficient and effective manner. [**Delete/Include where relevant**] * Prioritise work and manage time effectively. * Meet and greet child and parents at reception and entertain child so that audiologist can engage with parents. [**Delete/Include where relevant**] * Support the audiologist in patient preparation of adults and children for diagnostic assessments and rehabilitative management. [**Delete/Include where relevant**] * Assist with play audiometry and with distracting the child and settling them down when the audiologists perform Otoscopy, Tympanometry, and OAE tests. [**Delete/Include where relevant**] * Operate automated hearing screening systems / air conduction audiometry for screening hearing. * Carry out impression taking, ear mould fitting, administration and modification. * Undertake routing hearing aid repair, maintenance and replacement clinics for patients aged 7 and over [**Delete/Include where relevant**] * Carry out replacement and fitting of tubing/open fitting components. * Carry out Stage A calibration and maintenance of equipment, including hygiene and infection control. * Routine counselling of individuals / groups or parents to include basic use and controls of the hearing aids, troubleshooting, basic hearing tactics and communication skills, telephone reviews / questionnaires etc. * Support behavioural assessments. * Individual Management Plans (IMPs) to include:   + Development of/contribution to an IMP within the scope of the role in consultation with patients and relevant others, based on individual patient needs and wishes and accepted good   + Participate in regular updates and meetings for staff   + Planning and adapting of IMPs for adults, within the scope of the role   + Planning and prioritising own duties * Record clinical outcomes. * Refer more complex patient issues to more senior colleagues in line with audiology service protocols. * Support audit, service evaluation, and clinical research. * Contribute to development of patient focused services and engage proactively in the continual improvement process. * Represent the audiology service and its users in accordance with the management systems within the HSE Health Region / as required.   **Administrative**   * Contribute to the development and implementation of policies and procedures to support safety, best practice and service provision. * Carry out administrative duties relating to patient reception, correspondence, processing of reports, scheduling of appointments, posting and receipt of hearing aids, telephone queries and liaising with patients and caregivers, triaging queries from professionals and general administrative support in domiciliary service. * Maintain patients’ records and data accurately in line with best clinical governance, organisational requirements, GDPR and the Freedom of Information Act. * Manage resources effectively and provide statistics in line with requirements. * Prepare and restock treatment rooms and comply with stock control and stock management requirements. * Use the electronic patient management system to keep track of current stock levels and items of stock provided to patients. * Engage in IT developments as they apply to service user and service administration. * Keep up to date with developments within the organisation and the Irish Health Service.   **Education and Training**   * Participate in induction and mandatory training programmes. * Engage in the HSE performance achievement process in conjunction with your Line Manager. * Actively engage in continuous professional education and development * Participate in planning reviews and professional supervision as required. * Participate in team-based development, education, training and learning.   **Risk Management, Health & Safety**   * Work in a safe manner with due care and attention to the safety of self and others. * Follow departmental and HSE standards, protocols and practices seeking clarification from more senior staff as required. * Adequately identifies, assesses, manages and monitors risk within their area of responsibility. * Document appropriately and report any near misses, hazards and accidents and bring them to the attention of the relevant person(s). * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc.and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.** |
| **Skills, competencies and/or knowledge** | ***For Example:***  *The candidate must demonstrate*  **Professional knowledge**  *For example:*   * A good understanding of the role of an audiology assistant. * Evidence of clinical and theoretical knowledge of hearing impairment as appropriate to the role. * Evidence of technical knowledge of assessment and provision of appropriate aids as appropriate to the role. * An ability to apply knowledge to best practice. * An ability to understand and comply with health and safety requirements in work situations. * Commitment to continuing professional development. * A willingness to engage and develop information technology skills, relevant to the role.   **Planning and organising skills**  *For example:*   * An ability to plan and organise effectively. * Good time management skills in carrying out both administrative and clinical duties, including the ability to prioritise effectively and manage competing demands. * The ability to take initiative and to be appropriately self-directed. * Flexibility and an openness to change, has a positive attitude towards change.   **Team working / building effective working relationships**  *For example:*   * Effective team skills, shows respect for other team members. * Effective team participation; strives to foster good working relationships within the team. * An ability to work collaboratively with others. * The ability to react constructively to setbacks, is able to maintain professionalism and manage situations where conflict arises.   **Commitment to providing a quality service**  *For example:*   * A commitment to the delivery of a high quality and person centred service. * A commitment to treating others with dignity and respect and ensures that welfare of the service user is a key consideration at all times. * Awareness and ability to respect and maintain confidentially. * An interest in contributing to alternative methods / new ways of working to improve patient care.   **Evaluating information and judging situations**  *For example:*   * An ability to read a situation quickly and respond appropriately; finding common ground and getting co-operation with minimum upset. * Evidence of recognising and addressing potentially conflictual situations and diffuses them effectively. * Evidence of recognising and interpreting an unsafe situation and takes appropriate action. * The ability to make effective decisions with regard to client care. * Awareness of when to ask for help / ask another team member to intervene.   **Communications & interpersonal skills**  *For example:*   * Displays effective communication skills (verbal & written). * Demonstrates the ability to communicate effectively with a wide range of people, particularly in listening, giving explanations / directions and in reporting back on observations. * Tailors the communication method and the message to match the needs of the audience. * Acts with professionalism and demonstrates empathy with others in undignified / stressful situations, retains composure. * Demonstrates understanding and appropriate responses to clients with varying degrees of need. |