

**Audiologist, Assistant**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Audiologist, Assistant** (Grade Code: 6526) |
| **Remuneration** | The salary scale for the post is: Insert the relevant salary scale for this position. For example:XX,XXX - XX,XXX - XX,XXX - XX,XXX - XX,XXX - - **XX,XXX LSI** (DD/MM/YY)Salary Scales are updated periodically and the most up to date versions can be found here: <https://healthservice.hse.ie/staff/benefits-services/pay/pay-scales.html> |
| **Campaign Reference** | To be completed by Recruiter. |
| **Closing Date** | To be completed by Recruiter. |
| **Proposed Interview Date (s)** | To be completed by Recruiter. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | Insert locationThere is currently xx permanent / specified purpose / part time / whole-time vacancy available in xxxxxxxxxxA panel may be formed as a result of this campaign for xxxxxxxxxxx from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries** | Please provide name & contact details for person who will deal with informal enquiries. |
| **Details of Service** | Provide details to the following types of questions:* What service does the unit provide?
* What client group is served by the unit?
* What are the possible future developments for the service?
* What is the team structure?
* What area is covered by this service?

There is no limit to the text that can be inserted here. Please use this section to highlight the service and generate interest in the service and job being recruited for |
| **Reporting Relationship** | Please outline reporting relationships associated with the post:* To whom will the job holder report?
* Who will report to the job holder?

*For example:* The post holder will report to the Senior Audiologist.  |
| **Key Working Relationships** | Provide a brief overview of the types of people that the job holder will typically engage with in the fulfilment of the duties and responsibilities of their role. This overview should provide the applicant with a sense for the key working relationships associated with the role. |
| **Purpose of the Post**  | What is the overall high-level purpose of the job? *For example:* The Assistant Audiologist supports the audiology team in the delivery of the service. |
| **Principal Duties and Responsibilities** | *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.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | **Candidates must have at the latest date of application:****Please insert Eligibility Criteria for the post - see HSE website at:** [**http://hse.ie/eng/staff/Jobs/Eligibility\_Criteria/**](http://hse.ie/eng/staff/Jobs/Eligibility_Criteria/)**Health**A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. **Character**Each candidate for and any person holding the office must be of good character. |
| **Post specific Requirements** | **This section may be used to specify that candidates must demonstrate particular experience deemed necessary for safe and effective performance in the role****e.g.*** **depth and breadth of experience in providing a service to marginalised communities**
* **depth and breadth of experience of working in a High Dependency Unit in an Acute setting**
* **depth and breadth of experience of delivering concurrent, multiple projects.**

**Post Specific Requirements are not additional qualifications. It is not possible to include other qualifications in this section, without engaging in having those qualifications recognised as an essential part of the role. Essential requirements form part of the Eligibility Criteria. Eligibility Criteria must be agreed with National HR and are applied to all roles at this grade, not a job in a particular site or service.** |
| **Other requirements specific to the post** | **Please outline if there are specific practical requirements that are specific to the post** **e.g.*** **have access to appropriate transport to fulfil the requirements of the role**
* **participate in an on-call rota**
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| **Skills, competencies and/or knowledge** | **Professional knowledge***For example demonstrate:** 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 demonstrate:** 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.

**Teamworking / building effective working relationships***For example demonstrate:** 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 demonstrate:** 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 demonstrate:** 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.
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| **Campaign Specific Selection Process****Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process. Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion**  | The HSE is an equal opportunities employer.Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition. For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/>  |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| The reform programme outlined for the Health Services may impact on this role and as structures change the Job Specification may be reviewed.This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. |

**Audiologist, Assistant**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is **permanent/temporary** and **whole time/part-time.** The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration**  | The Salary scale for the post is: **PLEASE INSERT (Pro Rata - part-time)****PLEASE INSERT the most recent salary scales for the role and grade code.**New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard working week applying to the post is to be confirmed at Job Offer stage. **Please include the following paragraph for posts that traditionally worked 9-5, Monday to Friday. Do not include for nursing and other posts that are required to work shifts over a 7-day week.**HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th, 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants joining the public service, or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/). |
| **Infection Control** | Have a working knowledge of 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. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.
* Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.
* Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

**Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |

**\*\*\*\*\*\*\*Helpful Reminders\*\*\*\*\*\*\***

**1) Please remember to delete any prompts and / or tables (in dark blue) in the sections above**

**2) Ensure all fonts are now in black**

1. A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

2 See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)