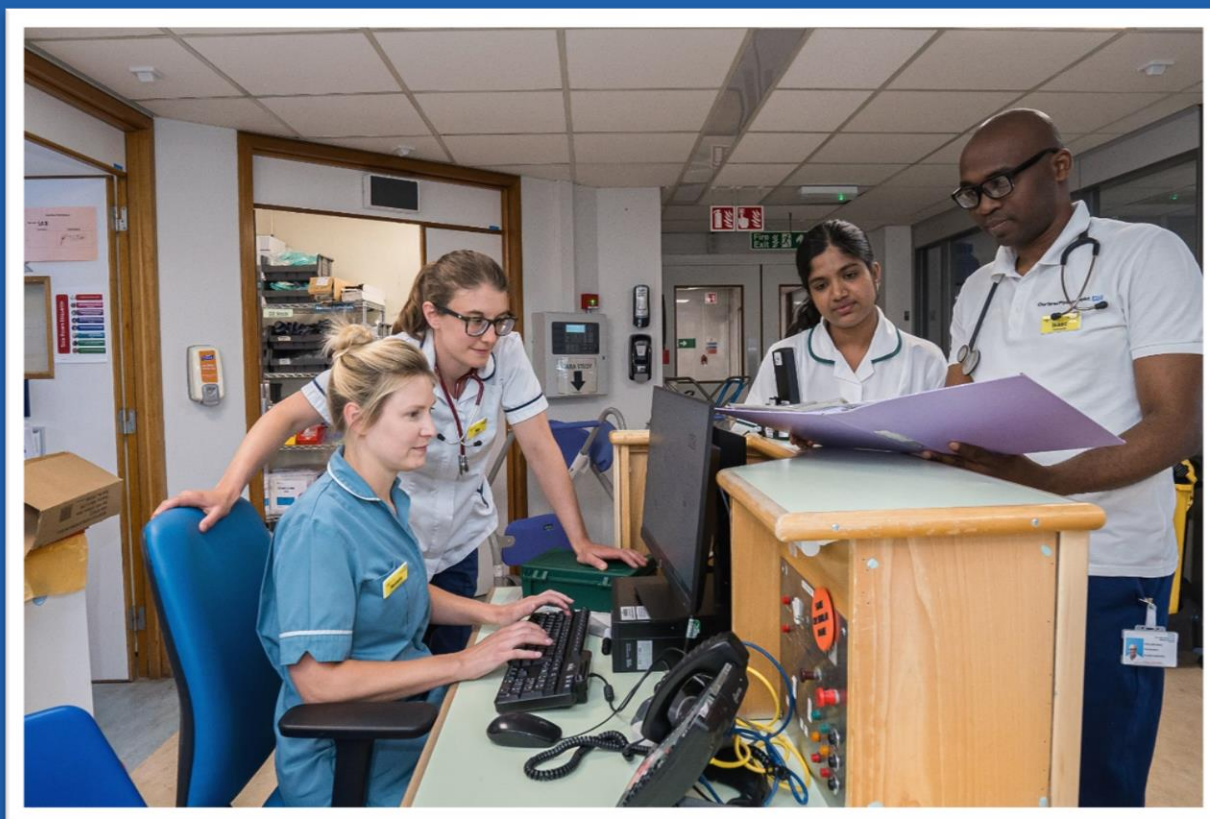


# AUDIOLOGIST

## Candidate Pack



# Colleague Benefits

## General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

## Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

## Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

## Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

#### **In daily practice, you can:**

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

#### **All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.\*\**

- Carry out hearing assessments and provide hearing aid support for adults in clinics and community settings.
- Use specialist equipment to test hearing, fit hearing aids and keep accurate patient records.
- Explain test results and treatment options clearly to patients, families and carers.
- Work closely with doctors, nurses and other teams to provide safe and joined-up patient care.
- Follow professional guidelines and use good judgement to make sure patients receive high-quality care.
- Take part in training, appraisals and service improvement to continue developing skills and knowledge.

## Job Description

<b>Job title:</b>	Audiologist
<b>Grade:</b>	Band 5
<b>Site:</b>	The Princess Royal Hospital. Telford
<b>Accountable to:</b>	Head of Audiology
<b>DBS required:</b>	Enhanced

## Job Purpose

- The post holder will undertake all routine and non-routine audiological and rehabilitation procedures, including direct referrals for hearing aids and diagnostic support for ENT clinics, who holds a BSc Audiology/Clinical Physiology.
- The postholder is expected to hold and maintain their professional registration.
- The postholder is expected to work autonomously, regarding good/best practice codes and guidelines. At all times the postholder is expected to use good clinical and professional judgement following codes and guidelines of practice.
- The post holder is expected to communicate effectively and work in collaboration with administration, medical, nursing teams, Social Services, Volunteer groups and other colleagues to ensure delivery of co-ordinated multidisciplinary services in line with local and national guidelines and policies.

- Additionally, the post holder is expected to participate in continuing professional development activities, using reflective practice techniques and undergo local competency assessments and Appraisals to develop their own work performance.

## **Main Duties and Responsibilities**

### **Clinical**

- To undertake a full audiological assessment and habilitation of adults, using a wide range of techniques to include the use of specialised equipment and methods to local and national guidelines and procedures. These assessments may be performed in a clinical or domiciliary setting.
- To take accurate ear impressions of adult patients. To give careful instructions to the patient/and or carer about this procedure.
- Perform aural impressions on patients over 5 years old to BSA procedures. Taking ear impressions on children of any age is desirable.
- To assist in more advanced audiological/vestibular procedures as requested.
- The postholder may be required to assist in paediatric clinics as service needs dictate; where this occurs, the necessary training will be provided.
- The post holder will interpret clinical results and is required to develop and implement appropriate rehabilitation care plans based upon these clinical findings. The postholder will see direct referral patients without supervision from a GP and assess for hearing loss, providing suitable treatment options and care pathways for these patients based on the National Direct Referral guidelines provided by British Academy of Audiology. Any contra indications to these guidelines and the postholder is expected to seek advice from a senior colleague (Band 6 or above).
- Provision of a wide range of specialised habitation and rehabilitation services for these patients, their families and carers.
- Selection of and precise fitting of digital hearing aids, using real ear measurements involving insertion of probe microphones into adult ears.
- Carry out hearing clinics in a variety of outreach clinics.
- Provide in-depth knowledge and understanding of the effects of hearing loss for patients, their families/carers and other healthcare professionals.

### **Systems and Equipment**

- Requirements: good computer keyboard skills (expected to use computers for more than 4 hours each day)
- The postholder is responsible for accurate keeping of patient records and information, inputting clinical data and reports into the Audiology department's computer database.
- The postholder is required to use a wide range of computerized patient management systems and highly complex audiological equipment systems.

- The postholder will be expected to be able to carry out front-line diagnostic and trouble-shooting evaluation of such equipment, repair when appropriate and referral to others with greater specialist knowledge when appropriate. A high degree of judgement is implied in this requirement

### **Communication and Relationship Skills**

- To communicate in an effective and timely manner using both the written and spoken word in a wide range of situations where barriers to effective communication may exist.
- To work in a collaborative manner with many colleagues to deliver a co-ordinated, multidisciplinary service.
- The postholder is expected to have to work with patients, relatives and carers who, may have barriers to communication. These situations must be handled in a professional, compassionate and polite manner and will require additional skills.
- It is essential that the postholder has an understanding of how people can react differently to health care situations and how best to handle them.

### **Analytical and Judgement Skills**

- Reporting of findings to a wide range of colleagues, both within the NHS and to external statutory and non-statutory bodies this is often done on a daily basis. Reports are expected to contain recommended courses of action where appropriate.
- To be responsible for ensuring the correct operation and use of all audiological equipment and facilities within his/her jurisdiction eg real ear measurements, daily calibration and safety checks
- To participate in Clinical Audit and to follow Trust and departmental policies relating to Clinical Governance, Health and Safety and Infection Control within the department.

### **Planning and Organisational Skills**

- The postholder is expected to apply high levels of concentration for multiple periods, each not exceeding one hour each day. Unpredictable work patterns can be expected within the department's clinical framework.
- Comments on service development in staff meetings and audit sessions, treatment/intervention types and equipment procurement for the department.

### **Physical, Mental and Emotional demands of this post.**

- The postholder is expected to have a high degree of manual dexterity and hand-eye coordination for safe clinical practice.
- Ability to travel to patient's homes and community clinic destinations as required with Audiology equipment eg laptops and hi-pros
- To be able to lift and move heavy pieces of equipment daily (not more than 20Kg each item or total load). Loads in excess of 20Kg will be moved with

appropriate use of lifting and handling equipment. The post holder is also expected to move patients in wheelchairs.

- The postholder may find himself or herself exposed to unpleasant body odours, fluids and secretions, such as ear infections, chemicals related to impression material, the use of specific adhesives, ear mould material debris from ear mould alterations.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<p>BSc. In Audiology or equivalent qualification such as: Medical Physics and Physiological Measurements (or equivalent) and successfully completed both parts of the professional examination, BAAT I and II.</p> <p>Holds professional registration for RCCP or HCPC.</p> <p><i>*Newly qualified Audiologists working towards RCCP/HPC registration will be Considered*</i></p>	<p>British Sign Language Qualification</p> <p>Dementia Training</p> <p>Sight Loss training</p> <p>Computer qualification eg ECDL, NVQ</p> <p>CBT/Counselling</p>
<b>Experience</b>	<p>To have knowledge of all standard adult audiological test procedures and adult rehabilitation.</p> <p>Have completed appropriate record of clinical competence.</p> <p>To have demonstrable experience in all areas of diagnostic and rehabilitative audiology.</p>	<p>Paediatric Experience</p> <p>Audit base</p> <p>Oticon and Phonak software</p>

	<p>Experience of Microsoft Office software and database systems</p> <p>Excellent keyboard skills including the ability to record and input data accurately</p>	
<b>Knowledge and skills</b>	<p>Excellent interpersonal skills: Friendly, courteous, confident and diplomatic</p> <p>Well-presented smart appearance</p> <p>Excellent communicator particularly with the hard of hearing and Deaf people.</p> <p>Able to work on own initiative.</p> <p>Excellent written communication skills</p> <p>Ability to cope with occasional exposure to emotional circumstances such as imparting unwelcome news to patients of carers about hearing loss and dealing with upset patients</p> <p>Ability to use judgement on a range of clinical and non-clinical information such as the accuracy of test results and the appropriate procedures to use</p> <p>Ability to work calmly and methodically when under pressure from a busy caseload Good organisational and time</p>	<p>Project planning experience</p> <p>Audit skills</p> <p>Knowledge of health and safety requirements in Audiology and risk assessments</p>

	<p>management skills to ensure that the clinic runs smoothly and to time</p> <p>Ability to work under pressure; Ability to plan and priorities own workload to deadlines</p> <p>Excellent manual dexterity and co-ordination to accurately manipulate equipment and small devices to include hearing aids and accessories</p> <p>The postholder is expected to deal with body fluids on a regular basis such as ear discharge and cerumen and follow the necessary infection control procedures when exposed</p>	
<p><b>Other</b></p>	<p>Ability to travel to patient's homes and community clinic destinations as required with Audiology equipment eg laptops and hi-pros</p> <p>Must be able to demonstrate behaviours consistent with the Trust Values at SATH</p>	

## General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are

employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## **Professional Standards and Performance Review**

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## **Safeguarding Children and Vulnerable Adults**

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## **NHS Sexual Safety Charter**

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

## **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous Improvement**

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

## Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

