



TRAINEE ASSOCIATE AUDIOLOGIST (APPRENTICESHIP)

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Trainee Associate Audiologist (Apprenticeship)
Band	Band 4 Annex 21
Directorate	Service Delivery Directorate
Accountable to	Line Manager (Supervising Audiologist)
DBS Required?	Yes, Enhanced DBS

JOB PURPOSE

The Trainee Associate Audiologist (Apprentice) will undertake and successfully complete the Hearing Aid Audiology apprenticeship with De Montfort University. Trainees are expected to complete this apprenticeship within 18 months. The apprenticeship will enable trainees to develop the skills, knowledge, and behaviours to enable them to fulfil the job role outlined in this job description.

An outline of the apprenticeship course, teaching structure and entry criteria is outlined on their website - <https://www.dmu.ac.uk/study/courses/foundation-courses/hearing-aid-audiologyfdsc/hearing-aid-audiology.aspx>

Support and guidance will be available in the workplace from a range of professional team members and a dedicated work-based mentor.

They will have experience in routine, predictable Adult Hearing Assessment, Rehabilitation and aftercare. They will be able to deliver the care plans for this patient group.

They will provide clinical, technical, and clerical support within the Audiology department. They will also work closely with the paediatric team in pre-school Audiology clinics. They will assist the paediatric audiology lead in issuing a temporary hearing device for children who have been diagnosed with middle ear effusion.

Main Duties and Responsibilities

Clinical

Undertake ear examination to BSA procedures.

To perform pure tone audiometry (PTA) to include routine and predictable air and bone conduction (masked) thresholds to BSA procedures.

To perform screening Tympanometry under indirect supervision of an Audiologist to BSA procedures.

To undertake routine and predictable adult direct referrals and reassessments within a strict criterion for patients with an age-related hearing loss and no complex needs; to include taking a medical and social history and recognise, report any inconsistent results and to seek further advice from a senior colleague.

To also undertake routine adult hearing aid fitting and aural rehabilitation based on test results and patient needs. To develop a patient individual management plan. Carry out Real Ear Measurements and programme hearing aid systems in line with local and national protocols.

To assist the lead paediatric Audiologist in Pre-school Audiology clinics.

To undertake pre-booked hearing aid fittings (Hardband) for children who have been diagnosed with a temporary fluctuating hearing impairment, due to middle ear effusion, under indirect supervision.

Perform aural impressions on patients over 5 years old to BSA procedures. Taking ear impressions on children of any age is desirable.

Provide aftercare sessions. Exchange or replace hearing aids, fit and modify ear moulds and run basic test box measurements as appropriate to determine specific performance characteristics. This could be face to face, postal service or using remote technologies.

Carry out home visits on adults to complete routine and predictable adult audiological assessment, rehabilitation and aftercare.

Provide adult hospital in-patient aftercare visits. Test, repair and return guaranteed aids.

Systems and equipment

Requirements: good computer keyboard skills (expected to use computers for more than 4 hours each day)

To keep accurate patient information for both department, and patient held records, which include data, input on department's IT system.

Be responsible for keeping their clinical room tidy and monitoring stock.

Communications 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, multi-disciplinary service.

They are also expected to maintain relationships with a wide range of individuals, organisations and groups such as discussion of individual patient case pathways with ENT Consultants, Social Services and Volunteer groups.

They will be expected to act when the need arises to refer onward for medical and other professional opinion in line with national and local guidelines and protocols.

To assist the clerical team with general administration duties when requested.

Analytical and judgment skills

To assist in Clinical Audit and to follow Trust and departmental policies relating to Clinical Governance, Health and Safety and Infection Control within the department.

To be responsible for ensuring the correct operation and use of all audiological equipment and facilities within their jurisdiction e.g. real ear measurements, daily calibration and safety checks.

Planning and organisational skills

Organise and manage work and study efficiently in a complex changing environment.

To use reflective practice techniques and to demonstrate ongoing personal development through participation in internal and external development opportunities, recording learning outcomes in a portfolio.

To maintain clinical competence and attend annual Appraisal / performance reviews.

The post holder is expected to take responsibility for maintaining their continuing professional development activities.

Physical, mental and emotional demands of the post

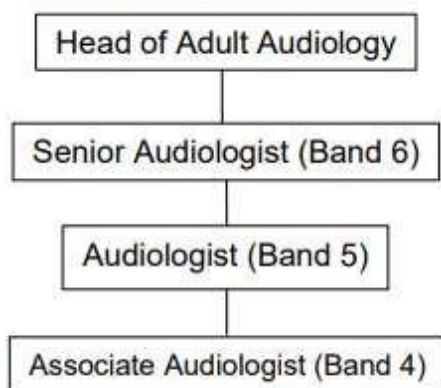
Be flexible, self-motivated, and work with minimum supervision.

Exposure to frequent interruptions to routine, relating to telephone calls and personal requests and demands.

View the service provided as trust-wide and therefore must be flexible with regard to location.

Be aware of the prolonged exposure to visual display units (VDU) and the associated health and safety risks.

Organisational Chart





PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • GCSE English and Mathematics Grade A* – C/4-9 or equivalent • Must meet minimum requirements as set by training provider to access the apprenticeship programme – please see Hearing Aid Audiology FdSc (dmu.ac.uk) for further information • Willing and eligible to undertake the apprenticeship - Apprenticeship funding rules 2024 to 2025. • Successful completion of Associate Audiologist’s theoretical and practical training course or equivalent 	<ul style="list-style-type: none"> • British Sign Language Qualification • Member of a Professional Body • Dementia Training • Sight Loss training • Computer qualification eg Clait, ECDL, NVQ

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Administration and knowledge of Office Procedures • Good IT skills – experience of Microsoft Office software and database system • To have knowledge of standard adult audiological test procedures and adult rehabilitation. • Experience of carrying out audiological tests and procedures independently • To have demonstrable experience in areas of diagnostic and rehabilitative audiology for non-complex patients • Experience of a range of hearings aids • Ability to understand the importance of confidentiality and to maintain confidentiality at all times as necessary 	<ul style="list-style-type: none"> • Previous Experience working in a healthcare setting • Significant experience of working with deaf and hard of hearing people • Knowledge and experience of Auditbase would be useful • Experience with A/I/T remote technology such as the Attend Anywhere platform • Experience assisting in paediatric clinics

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent interpersonal skills • Excellent communicator particularly with the hard of hearing and Deaf people. • Able to work on own initiative. • Good telephone manner • Clear speech in order to communicate effectively with hearing impaired patients • Good standard of spoken English language • Excellent written communication skills • Well presented smart appearance • Friendly, courteous, confident and diplomatic • Enthusiastic and conscientious • 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 • 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 • Ability to work calmly and methodically when under pressure from a busy caseload • Ability to undertake academic work • Ability to undertake online learning, plan and schedule own study timetable • High level of accuracy and attention to detail 	

- Ability to work under pressure
- Ability to plan and priorities own workload to deadlines
- Excellent organisational and time management skills to ensure that the clinic runs smoothly and to time
- Self-motivated, pro-active and able to adapt to change in demands of the service
- Able to work flexibly in response to need
- Able to develop processes to optimise own service
- Able to use resources cost effectively
- Excellent keyboard skills including the ability to record and input data accurately
- Able to use a VDU for extended periods of time
- Excellent manual dexterity and co-ordination to accurately manipulate equipment and small devices to include hearing aids and accessories.

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Full Current Driving Licence• Ability to travel to patients homes and outreach destinations as required (travel expenses covered - W20.3 v5.2 (sath.nhs.uk))• Able to carry Audiology equipment eg laptops and hi -pros• Flexible approach to working hours.• 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• Has been a UK resident for 3 or more years. Or• Meets the eligible and valid residency status and permission to work in the UK criteria in Annex A of the linked funding document: Apprenticeship funding rules 2024 to 2025• Willing and able to attend De Montford University for 8 weeks of on - campus learning between March 202 4 – September 2025 (travel expenses and accommodation covered - W20.3 v5.2 (sath.nhs.uk))• Must be able to demonstrate behaviours consistent with the SATH Trust Values	

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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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.

- Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinate

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of

opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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