

Welcome from our CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Chief Executive Officer

JOB DESCRIPTION

Job Title	Clinical Co-ordinator and Operational Lead- Hearing Implant Programme
Pay Band	8B
Department	Audiology
Division	9A
Reports to	Consultant Clinical Scientist
Professionally Responsible to	Consultant Clinical Scientist

JOB SUMMARY

Under the strategic direction of the Consultant Clinical Scientist/Head of Audiology services, the post holder will operate in partnership with other senior clinical and operational leads across all Audiology sites to lead and develop the hearing implant service at UHB. The post holder will deputise for the Head of Audiology as required and will represent the hearing implant programme at a national level

The post holder will demonstrate a high level of clinical expertise and experience within the field of hearing implants, providing advice, education and support to staff, patients, their families and carers. They will have overall managerial responsibility for a defined group of Healthcare Scientists to include Clinical Scientists, Physiologists, Therapists and Support Staff within the field of hearing implants.

This role will hold responsibility for delivering high quality services in line with the clinical governance and quality agenda. They will lead accreditation within the specialism, ensuring the on-going development of a strong governance structure to improve clinical practice and standards of care. This will include the development of policies, procedures, protocols and guidelines in collaboration with multidisciplinary colleagues.

In addition to the clinical responsibilities, the post holder will take a Senior operational role within Audiology. This will include contribution to monitoring and managing activity, waiting times and financial performance, the operational management, recruitment and selection of staff and the day-to-day management and delivery of Audiology services across UHB. The post holder's job plan should deliver a minimum of 60% clinical component and 40% related to operational service management, education & research.

TEAM/DEPARTMENT STRUCTURE CHART

Consultant Clinical Scientist /UHB Head of Audiology Services

Clinical Co-ordinator and Operational Lead- Hearing Implant Programme

Band 8a Clinical Specialist/Deputy Clinical and Operational Lead – Audiology Service

Audiology Team Bands 2-7



KEY SKILLS

- The post holder will be professionally accountable for the maintenance of standards and professional practice as set by Trust Policies/Procedures, the HCPC/RCCP Code of Professional Standards of Practice and Behaviour and relevant professional guidelines
- To carry overall responsibility for the organisation, management and development of a defined group of Healthcare Scientists to include Clinical Scientists, Physiologists, Therapists and Support Staff within the Hearing Implant Programme.
- Provide expert advice to a cohort of patients referred for specialist intervention, care and support within the services, being a point of contact for assessment, information and advice for the patient, family and carers and all staff involved in the care the patients
- To provide a clear focus for clinical leadership and to be responsible for ensuring the provision of a high standard of holistic, patient-centred care supporting the development of staff caring for patients through support formal education and training, practice development and role modelling.
- To be accountable for co-ordinating aspects of patient care, the management of resources and performance of staff within a defined service or defined group of staff.
- To be accountable for accreditation, using a range of techniques to ensure set and monitor standards of clinical practice, audit, research and teaching to set monitor and continually improve standards of care and patient experience.
- Lead the development of hearing implant services in audiology including the development, and or updating of clinical guidelines, policy and procedure that relates to the specialism.
- Promote and empower others to lead specific service development and contribute to wider strategic planning within Audiology
- To teach and act as a facilitator, mentor and supervisor to other staff.
- Ensure safe and effective clinical practice.
- Enhance patient experience.
- To lead, manage and develop team performance, promoting a culture of professionalism and trust.
- Ensure effective delivery of local and organisational objectives.
- Ensure efficient and effective use of resources managing a budget/s

KEY RESPONSIBILITIES

CLINICAL:

- The postholder will undertake a highly specialised clinical caseload, working autonomously and as part of a MDT in one or more highly specialised areas of hearing implants (for example operating as the Lead Clinical Scientist or Lead Therapist within the Hearing Implant Team).
- Take the lead role as the MDT Chair, taking responsibility for the planning, organisation and delivery of MDT Clinic Meetings within the Hearing Implant Programme.
- Provide highly specialised advice in a variety of clinical settings and disciplines for staff, patients, their families and carers, effectively liaising with multidisciplinary colleagues to identify options for assessment and further management of individual patients.
- Provide and receive highly complex and/or sensitive information on diagnosis and management of hearing/balance loss to patients, relatives/carers in a way that will be easily understood by the listener. Those individuals may have sensory, physical or learning difficulties.
- Make judgements based upon complex referrals, results and histories, which may require consideration of a range of options for further assessment and management (including onward referral for non-audiological / hearing implant related interventions).
- The Clinical Co-ordinator will maintain responsibility for the safe, effective and efficient delivery of the hearing implant service and deputise for the Head of Audiology Services taking delegated responsibility for audiology services across all UHB sites.
- Have highly specialised skills, providing the appropriate clinical support to facilitate the assessment of profoundly deaf adults to determine suitability for hearing implants.
- Have highly specialised skills, providing appropriate clinical support to facilitate the device activation and rehabilitation of profoundly deaf adults receiving hearing implants.
- Advise advanced rehabilitative interventions where required and ensure that they are prudent and effective by employing suitable PROMs (patient reported outcome measures) and verification measures.
- To participate in regional and national clinical networks and peer review schemes if appropriate.

- To use the evidence published to ensure that service delivery is kept up to date, evidence based and in delivered in the context of National clinical standards and guidelines and the Improving Quality In Physiological Sciences (IQIPS) standard.
- To carry out clinical audits in line with UHB guidance, monitoring quality and performance against local and national Audiology standards (eg. BCIG, BAA, BSA)
- To act in the capacity of external auditor and/ or national audit coordinator for National Audiology Standards.
- To employ exemplary record keeping at all times.
- Receive referrals via a variety of sources, including direct patient referral. Manage own caseload and clinical priorities according to agreed protocols and working practices.
- To ensure the NRHI records are accurate and input in accordance with national guidance.
- Act as a clinical role model demonstrating high standards of clinical practice and provide support or advice to other staff when necessary.
- To ensure accurate and timely reporting of incidents and device failures through RADAR and MRHA reporting.

PROFESSIONAL LEADERSHIP & MANAGEMENT:

- Provide highly visible and accessible professional leadership and operational management, demonstrating expert knowledge and standards of clinical and operational practice/procedures
- Lead a defined service (Hearing Implants) within the Audiology specialty working alongside peers in promoting interdisciplinary team and collaborative working practices across all sites.
- Act as a key point of contact to the Trust on Hearing Implant matters within the specialism.
- Take responsibility for ensuring the effective line management and operational management of all audiology staff within the Hearing Implant team and the wider Audiology team as directed by the Head of Audiology.
- Meet regularly with team members as a team and on an individual basis as required to support their personal and professional development, ensuring Annual Appraisal, CPD and performance are managed appropriately.

- To work with the UHB Head of Audiology Services to ensure services are appropriately managed. This will include detailed analysis of service performance and the planning and implementation of change management strategies to support the implementation and delivery of the wider Audiology and Organisational Strategy.
- Promote team working; build rapport and collaborative working practices with multidisciplinary team. Liaise with inter-hospital departments and personnel across organisational and professional groups. Ensuring effective communication and interpersonal skills with other disciplines and organisations.
- Lead and support the development of the role according to changing patient's needs, service requirements and evidence base practice.
- Lead and actively participate in service/ departmental projects, quality initiatives and statutory accreditation processes. This will include the setting and monitoring of clinical standards of care.
- Provide appropriate information, working to support the Head of Audiology in future workforce planning by monitoring activity trends. Contribute to job planning, service planning and reporting to ensure adequate service provision
- Adhere to all relevant Trust policies and procedures and to ensure that they are correctly implemented.
- Lead in the implementation of multidisciplinary service objectives that reflect Trust strategies for patient care.
- Demonstrate effective leadership skills, supporting the Consultant Clinical Scientist in promoting and instigating service development and lead as delegated on the implementation of any of these changes.
- Utilise the highest level of interpersonal and communication skills when dealing with complex, sensitive or emergency situations.
- Maintain an awareness of professional and ethical issues to ensure care is delivered in a professional timely and courteous manner by all members of the team, respecting the different spiritual and cultural backgrounds of colleagues, patients and relatives.
- Lead in the recruitment and selection of staff within the Hearing Implant team and support the process of recruitment within the wider Audiology service.
- Responsibility for completing or delegating the preparation and of staff rotas and service, ensuring that the team provides most effective service provision.

- Accountable for own practice, always acting within the HCPC/AHCS Code of Professional Conduct
- Maintain a working knowledge of local and national professional policy and strategy.
- Attend and when required chair multidisciplinary meetings, participate in divisional and senior management meetings deputising for the Consultant Clinical Scientist as required. Ensure minutes and agreed actions are communicated to stakeholders according to agreed timescales

QUALITY & SAFETY:

- With the support of the UHB Head of Audiology Services, take responsibility for leading accreditation within the hearing implant programme, ensuring the on-going development and implementation of a strong governance structure to improve clinical practice and standards of care.
- Promote the quality and safety agenda, working with other UHB Audiology leads and teams to embed improvement into culture and everyday practice within the specialism
- Monitor standards and maintain high quality care, reporting and managing any clinical incidents via the Trust electronic reporting system and responding promptly and appropriately to any complaints, concerns or incidents raised within specialism to ensure resolution or escalation where appropriate
- Take responsibility for leading an appropriate programme of audit providing assurance of quality in relation to clinical care, service improvement activities and against local and national service quality objectives and professional standards.
- Ensure patient safety by escalating any risks with clinical staff or service provision to the Head of Audiology and clinical delivery group (CDG 9A)
- Report any issues with quality and safety immediately to UHB Head of Audiology Services or ENT Clinical Service Lead
- May be deployed to work in any part of the Trust should the need arise to ensure patient safety is maintained

BUDGETARY AND RESOURCE MANAGEMENT

- To work with the UHB Head of Audiology Service, managing the hearing implant cost centre within the allocated limits and adhering to standing financial instructions.

- Prepare financial reports, make recommendations and take action to support effective financial management of resources.
- Ensure that all resources are managed in an efficient and cost-effective manner to achieve maximum effect for patients and staff.
- Under the direction of the UHB Head of Audiology Services and procurement, contribute to the development and management of any service level agreements or external contract agreements pertinent to the specialism.
- Ensure the team has adequate resources to provide efficient services. Work to support the UHB Head of Audiology Services by participating in workforce planning and business case development to support service growth.
- Lead the ongoing management and stock control of consumables and hearing implants to ensure appropriate stock levels for the effective and efficient delivery of the service, appropriately delegating responsibilities within the wider team as required.
- Monitor expenditure for stock items providing regular reports to the budget holder.
- Contribute to the identification, specification and procurement of agreed items of medical technical equipment to ensure safe and effective operation of the service. This will include oversight and management of capital equipment in line with organisational procedures.
- Oversee the local commissioning of procured equipment into safe clinical use.

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

- Responsible for the overall education and training of internal and external staff within the specialism to involve leading and promoting the importance of staff involvement in educating others in line with the organisational and local strategy.
- Work with the UHB Head of Audiology Services and other specialism leads to maintain STP and HSST accreditation to support the acquisition of trainees at all levels of the healthcare science career pathway
- Support practitioner training programme (PTP) / Scientist training programme (STP) and higher specialist scientist training (HSST) trainees when on placement in the department.
- Allocate students/trainees to staff, mentor students and ensure feedback/assessments are completed and otherwise meet obligations to training of individuals.

- Promote a positive regard amongst team towards continuing professional development, safety, service change and collaboration.
- Work alongside peers acting as a lead liaison clinician when contacting the HEI's and National school of healthcare science regarding education and training matters.
- Provide and support local, national and international presentations and training when required and as directed by the Head of Audiology

RESEARCH AND DEVELOPMENT

- To lead and support staff participation in research projects and service developments relevant to specialism.
- To develop research projects and support trainees where appropriate for clinical trainee (PTP, STP and HSST) in association with universities.
- To develop own research skills appropriately and in the context of individuals job plan and role.
- To review journal articles when required to assess and develop clinical protocols and service changes within a robust evidence base.
- To disseminate research where appropriate for example at local, national and international conferences.

EFFORT

- Demonstrate resilience and ability to manage effectively under intense pressure. The post holder will at times be required to apply themselves for long periods of time, demonstrating flexibility to meet deadlines and manage complex, difficult, traumatic and volatile situations to achieve the best outcomes for patients and staff.

TRUST VISION & VALUES

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as

required, which are not necessarily specified on the job description, but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: 1/12/25

JOB TITLE: Clinical Co-ordinator and Operational Lead- Hearing Implant Programme	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • B.Sc. in Audiology or Speech and Language Therapy (or equivalent level). • M.Sc. Audiology or an M.Sc. in a related subject (i.e. management, audiological rehabilitation/SLT or equivalent level of experience) • Registered as a Clinical Scientist or Speech and Language Therapist with the HCPC OR Registration as Clinical Physiologist (Audiology) with the Academy of Healthcare Science • Research experience within the field of Hearing Implants • Significant demonstrable Senior management and leadership experience within an NHS organisation or within the commercial hearing implant industry. 	<ul style="list-style-type: none"> • Doctoral level qualification e.g. PhD or DClSci. • Completion of Higher Specialist Scientific Training Programme (HSST) or HSST Equivalence Programme • Registered on the Higher Specialist Scientific Training Register (HSSR) with the Academy of Healthcare Science or working towards HSST equivalence • Recognised qualification in management or leadership at master's level. • Recognised qualification in project management. • BSL qualification. • Publication(s) in peer reviewed international journals
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Demonstrable experience of operational and clinical leadership. • Extensive and specialised experience of hearing implants and the profession. 	<ul style="list-style-type: none"> • Experience of working with relevant professional bodies/ organisations (BAA BCIG/BSA) • Experience within the commercial or third sector

<ul style="list-style-type: none"> • Experience of managing staff, e.g. PDR, performance management and job planning. • Experience of working on the IQIPS accreditation process or other Quality assessment /accreditation bodies. • Extensive knowledge of national issues and priorities within Hearing Implants 	<ul style="list-style-type: none"> • Previous experience in the role of a Hearing Implant Co-ordinator
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent interpersonal and communication skills to include the ability to communicate with patients with complex hearing loss, relatives, staff and colleagues at all levels within the organisation. • Ability to deal with competing work pressures and specific deadlines. • Resilience and ability to stay positive and lead when under pressure and exposed to challenging situations. • Ability to cope with exposure to distressing and emotional circumstances within clinical and staff setting. • Ability to make complex judgements and decisions involving complex facts which require analysis and interpretation of data and information. • Good level of IT skills to include use of a broad range of relevant Audiological software and generic IT systems such as Office applications. 	<ul style="list-style-type: none"> • Advanced counselling skills • Advanced skills in IT systems and Crystal reports.
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to travel within region and nationally as required for the role. 	

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| <ul style="list-style-type: none">• Flexible approach to working practice adapting to requirements of the service and organisation | |
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