

**Job Description**

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**Role Title:** Deputy Manager of Newborn Hearing Screening Programme

**Band:** 6

**Responsible to:** Newborn Hearing Screening Local Manager

**Accountable to:** Head of Audiology/ Newborn hearing Screening Team Leader

**Our Vision, Mission, Values and Behaviours**

At UHCW our vision is to become a national and international leader in healthcare. As such our mission is to: *Care, Achieve and Innovate*. We can achieve our vision and mission by providing and improving quality of care and services, encouraging creativity and embracing research and learning.

Our mission is underpinned by our clear set of values and associated behaviours; *Compassion, Openness, Pride, Partnership, Improve, Learn and Respect*.

As an employee of our Trust you will be accountable for upholding the Trust's values and be responsible for your own attitude and behaviour.

**Job Summary**

- Assist in the day to day management of the Newborn Hearing Screening Programme in Coventry, ensuring the provision of a safe, efficient and effective service.
- To be responsible for continuous professional development for newborn hearing screeners.
- To ensure the provision of a high quality service undertaking performance monitoring and review as appropriate.
- To be responsible for health and safety and related issues within the department.

**Main responsibilities**

**Service Management**

1. To assist in the day to day management of an efficient and effective Newborn Hearing Screening Programme in Coventry, to include work rotas for staff based at the hospital to ensure maximal coverage.
2. Promote high staff morale and motivation, promoting the team approach at all times, in order to improve standards and staff retention.
3. Assist in the recruitment and selection of staff by participating in selection processes.



4. Ensure that the S4H national database is up-to-date and accurate, undertaking searches and checks as required, including monitoring of screening by 4 weeks.
5. Develop, implement and review (at least annually) protocols, guidelines, policies and working practices, ensuring staff are fully informed and follow these protocols.
6. Be aware of all developments in hearing screening, as notified nationally from NHSP website, updating staff and advising of service developments as required.
7. Promote the principles of Family Friendly Hearing Services ensuring effective communication with parents throughout the screening process and by undertaking regular patient satisfaction surveys/patient conversations.
8. Maintain links with medical, nursing and audiological staff across the service ensuring a seamless service.
9. Assist the local manager in the investigation of incidents/complaints with regards to NHSP in line with Trust and national NHSP guidelines.
10. To ensure effective use of budget/resources and ensure recording and receipt of items.

#### **Quality and Performance Monitoring**

11. Assist in the training, supervision, and competency assessments of new hearing screeners, in conjunction with the local manager of NHSP
12. Undertake annual competency assessments and performance evaluation for newborn hearing screeners, in conjunction with the local manager of NHSP
13. To take the lead in co-ordinating a programme of regular continuous professional development (CPD) teaching/training sessions for staff to ensure clinical skills are maintained and updated, updating training records as appropriate.
14. To review individual performance statistics for each screener and provide appropriate training and support where needed.
15. Assist in the personal development review (PDR) process for screening staff.
16. Ensure staff discipline and performance is maintained, advising the local manager of NHSP of any identified concerns.
17. Attend operational meetings with the local manager of NHSP
18. Chair the monthly Senior Screener meeting and ensure prompt circulation of minutes to ensure smooth cascade of information to all staff.

#### **Clinical**

19. To maintain knowledge of audiology and hearing screening clinical protocols and procedures
20. Undertake continual learning activities as required for own professional CPD, including reflective practice/clinical supervision



## General

21. Undertake any other duties commensurate with the grade, which may be required for the effective running of the service.

## Contractual Responsibilities

### Confidentiality

The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other Health Services business.

### Health and Safety

All staff must be familiar with the Trust Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own health and safety and others.

### Risk Management

All staff need a basic working knowledge of risk management to enable them to participate in identification and control of all business risks that they encounter in their area of work.

### Equal and Diversity

Everyone has the opportunity to be treated with dignity and respect at work and has a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy.

### Infection Control and Prevention

The Trust is committed to minimising any risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work.

### Safeguarding Vulnerable Adults and Children

The Trust is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities in this area and to raise any concerns as appropriate

### Conflict of Interest

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest possible standard. Equally, the trust is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Financial Instructions require any officer to declare any interest, direct or indirect, with contract involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

### Working Time Regulations

The 'Working Time Regulations 1998 require that you should not work more than an average of 48 hours in each working week. For example, in a 26 week period you should work no more than 1248 hours. Employees may choose to opt out by providing written notification as appropriate.

**The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.**



**Person Specification**

**Job Title:** Deputy Manager of Newborn Hearing Screening Programme

<b>Criteria</b>	<b>Essential Criteria</b>	<b>Desirable Level</b>
<b>Qualification/Training</b>	<ul style="list-style-type: none"> <li>• BSc/equivalent in clinical area</li> <li>• Teaching and Assessing award</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate clinical registration</li> <li>• Evidence of management training</li> <li>• MSc level of experience in appropriate clinical area</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Clinical experience in audiology, health visiting midwifery or speech &amp; language therapy</li> <li>• Working with computers including email, MS Office and internet</li> <li>• Caring for infants/children</li> </ul>	<ul style="list-style-type: none"> <li>• Management experience in a clinical department</li> <li>• Experience of recruiting/interviewing staff</li> <li>• Experience of clinical audit</li> <li>• Experience of teaching and assessing</li> </ul>
<b>Knowledge</b>		
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to deputise for local manager</li> <li>• Manage and prioritise workload of department on a day to day basis, including planning of staff rotas</li> <li>• Ability to maintain accurate staff records</li> <li>• Development and implementation of protocols, guidelines, policies and working practices</li> </ul>	<ul style="list-style-type: none"> <li>• Recruit and select staff</li> </ul>



<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Ability to cope under pressure</li> <li>• Ability to lead and motivate a large team</li> <li>• Good organisational ability</li> <li>• High level of initiative</li> <li>• High level of motivation and commitment</li> <li>• Reliable / adaptable / responsible.</li> <li>• Assertive</li> <li>• Attention to detail / analytical.</li> <li>• Logical thinker</li> <li>• Problem solving and organisational skills</li> <li>• Approachable/ability to deal with sensitive issues</li> </ul>	
<p><b>Commitment to Trust Values and Behaviours</b></p>	<p>Must be able to demonstrate behaviours consistent with the Trust's values.</p> <p>(As detailed in UHCW's <i>Values in Action</i> document below)</p>	



# Our values in action

We live our values in action in our work with patients, visitors and colleagues.

Some of the things you will see include UHCW staff:

- ✓ Being polite and introducing ourselves to everyone we meet
- ✓ Treating everybody as individuals and respecting their needs
- ✓ Being approachable, caring and helpful at all times
- ✓ Communicating openly with patients, visitors and colleagues, respecting confidentiality and privacy
- ✓ Taking the time to actively listen and understand individual needs
- ✓ Being open and honest
- ✓ Having honest conversations at all times
- ✓ Acknowledging that we don't always get it right
- ✓ Speaking out when we see things aren't right and supporting others to do the same
- ✓ Giving praise and saying thank you for a job well done
- ✓ Celebrating and recognising personal, team and organisational achievements
- ✓ Using the skills, experience and diversity of staff to better deliver our objectives and services
- ✓ Actively working with patients and visitors to improve services
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW
- ✓ Taking personal responsibility for our own learning
- ✓ Keeping up-to-date with mandatory and professional development
- ✓ Developing ourselves and others, independent of our job role or profession
- ✓ Taking personal responsibility to make improvements by suggesting new ways of doing things
- ✓ Taking opportunities to learn with and from others
- ✓ Embracing change and supporting others through it
- ✓ Putting in place ways to receive feedback and acting to change things
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW
- ✓ Sharing learning with others
- ✓ Working across boundaries to improve the experience of patients, visitors and colleagues

