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**JOB DESCRIPTION**

**Children’s Audiology Practitioner 20 Hours/week Term Time Only**

**MAIN PURPOSE**

To provide an important role as a Children’s Audiology Practitioner within Knowsley’s Children’s Audiology Service.

This post will:

* Undertake hearing tests at schools in Knowsley using software (full training provided).
  + Provide day to day support for the service e.g. handling telephone calls/messages, electronic communication, appointment management and updating patient records
* To use our patient data management system
* Promote the service at local events.

**SUMMARY OF RESPONSIBILITIES AND DUTIES**

* Pre-arranged school visits within the Knowsley Borough to carry out audiology screening.
* To use the internal clinical IT system to manage our patient data.
* Provide day to day support for the service e.g. handling telephone calls/messages, electronic communication, appointment management and updating patient records
* Escalate patient issues and concerns to specialist teams when needed, using agreed mechanisms to document need, action and result, recognising skills boundaries. when needs exceed the skills and competencies.
* Utilise a range of communication methods including digital technologies, telephone, email, and text to ensure patient-led support is proportionate to individual need.
* Take lead to organise day to day tasks and resources management.
* Be compliant with all relevant policies, procedures, and guidelines, including the appropriate code(s) of conduct associated with this post; maintain awareness of safeguarding issues, report and acting on concerns in accordance with Everyone Health and Local Authority policies and procedures.
* Take responsibility for own CPD and participate in Everyone Health’s induction, training and continual professional development as required; recognise and work within own competence and professional code of conduct.
* Prioritise, organise and manage own workload in a manner that maintains and promotes high quality.
* Be an ambassador for the Knowsley services, promoting the service to members of the public and other stakeholders/ partners, where appropriate.
* Arrange community venues for audiology testing
* Manage and check the NHS Mailbox and liaise with each relevant team member.
* Update booking spreadsheets

**PERSON SPECIFICATION**

**1. SKILLS & ABILITIES**

* Excellent communication skills – written, verbal and non-verbal, and listening skills.
* To be able to use Microsoft Office
* Sound interpersonal skills with proven ability to work effectively with all levels of colleague, staff representatives, managers, external agencies and service providers.
* Keep accurate records to provide data and monitoring information.
* Ability to write down information in clear accurate English.
* Emotionally sensitive and empathetic to members of the public accessing our service.
* Methodical and highly organised approach to work.
* Able to carry out regular, systematic tasks repeatedly.
* The ability to work independently and as part of a team.
* Be able to plan own time effectively and prioritise activities around the needs of the team and individuals in the community.
* Respond effectively to referrals in line with agreed service protocols.
* Computer literate – ability to maintain and monitor information systems.
* Flexible and adaptable approach to working.
* Value and respectful of other people – regardless of background or circumstances.

**2. KNOWLEDGE**

* Sound knowledge of Microsoft Office
* Knowledge and understanding of current GDPR regulations, the Patient Confidentiality and Data Protection Act
* Insight and understanding regarding the varying local communities across Knowsley would be beneficial.
* Full, clean driving license

**3. EXPERIENCE**

* Experience of using data systems and Microsoft Office
* Providing 1:1 support to service users
* Raising public awareness and provision of consistent healthy lifestyle messaging, on issues relevant to the health of the community
* Encouraging participation in activities
* Managing own workload, to ensure tasks are completed on time and to a high standard
* Using software systems to document, collate and evidence work

**4. QUALIFICATIONS**

Full training to undertake audiology screening will be provided.

**Required:** Education to GCSE Standard at grades A-C for a minimum of 5 GCSEs (or equivalent) including Mathematics and English language or literature.

**5. SPECIAL CONDITIONS**

* Highly motivated self-starter with resilience, determination and the ability to see jobs through to completion.
* This post involves working with vulnerable adults and as such the post holder will be required to apply for a disclosure of criminal records at an enhanced level (DBS).

**6. SAFEGUARDING**

Everyone Health Ltd is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.