

**Job Description**

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| **Job title:** | Ear Wax Removal Technician |
| **Current Job grade:** | Band 5  |
| **Hours of Work:** | Saturday 09.00 – 17.00 |
| **Reports to (Title):** | RGPA Director |
| **Location:** | Sheen Lane Surgery |

**Summary**

To provide Ear Wax Removal. To assess, plan, implement and evaluate care. To ensure clear channels of communication exist between clinical, administrative and community teams. To project a positive and friendly image to our patients and other professionals.

**Teamwork**

All employees are expected to display a high standard of teamwork. This includes co-operating and assisting others when working within the service.

**Principal Responsibilities**

* To work independently or in participation with a GP to Provide Ear Wax Removal using Micro Suction to patients with reference to agreed protocols and guidelines.
* To provide assessment, treatment, screening and health education services and advice, working in accordance with set protocols and guidelines.

**About you**

You will be qualified in micro suction ear wax removal (BSHAA approved or equivalent), offering the perfect blend of customer care and professional excellence. You will be passionate about your customers and going the extra mile. You will be clinically focused and looking for a role where you can build a great relationship with your patient, giving them the best possible service.

**Skills, Knowledge & Expertise**

* Motivated and focused on achieving own objectives.
* Have gained a recognised qualification in micro suction wax removal - BSHAA approved or equivalent.
* Competent in undertaking this procedure.
* Confident about working within a team autonomously.
* Commercially aware and happy to offer patient the best solution for any given problem.
* Dedicated to exemplary customer service.

**Key responsibilities include**:

* Managing a daily schedule of adults with hearing loss and wax management issues.
* Completing safe wax removal services following sector and NICE guidelines.
* Providing appropriate support for individuals with hearing loss using the service
* To use appropriate outcome measures, both subjective and objective to ensure hearing instruments are providing maximum benefit and use evidence-based practice to support this.
* Following best practice principles with regard to infection control in the workplace.
* To attend appropriate supervision and training in order to maintain skills and knowledge and to expand Scope of Practice whilst ensuring compliance with HCPC CPD requirements.
* To be responsible for maintain own CPD records in a form acceptable to the HCPC.
* To understand the principles of clinical governance and its application to professional practice in Audiology.
* Responsible for ensuring staff are aware and comply with Health and Safety and Risk Management Policies and Procedures.

**Administrative responsibilities**

* To maintain accurate, comprehensive records of all consultations and treatments in the patient’s notes, both written and computerised.
* In line with local referral guidelines, communicate effectively with the patient and registered GP, about the onward referral to other services.
* Manage clinics effectively and safely in line with agreed guidelines.
* To liaise effectively with the clinical lead for the service, providing regular reports and raising clinical concerns with the Lead as necessary.
* To take personal responsibility for own personal/professional development, providing sufficient evidence of the achievement of set objectives through individual performance and the review process.
* Ensure accurate completion of all necessary documentation associated with patient health care.
* Help with collection of statistical information required for reporting.
* Co-operate with investigations as required.

**Treatment Room supplies and equipment**

* Ensure the consulting room is set up at the beginning of each clinic.
* To have working knowledge of equipment used by the service. Ensuring that any faulty equipment is taken out of service for repair and reported.
* To be aware of Infection Control and updated policies, specifically in relation to COVID 19.
* Ensure the maintenance of equipment and stock levels in relation to patient care.
* To regularly update knowledge and information through use of medical journals, training, courses, etc.
* Any other duties as reasonably requested by the Doctor, providing these duties are within the scope of the role and that the individual is trained and capable of such duty.

**Health and Safety Requirements**

All staff have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Hub staff are required to co-operate with the management to enable the Host Practice and RGPA to meet its own legal duties and to report any hazardous situations or defective equipment.

**Uniform**

All staff are to supply and wear their own clean uniforms. A name badge will be supplied.

**Confidentiality**

All staff are required to preserve the confidentiality of the affairs of the staff, patients and of all matters connected with the RGPA. Any breach of such confidence would be regarded as grounds for disciplinary action.

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| **Person Specification – Wax Removal Technician** |
| **Qualifications** | **Essential** | **Desirable** |
| BSHAA approved or equivalent  | ✓ |  |
| Clinical Qualification  | ✓ |  |
| Diplomas or equivalent |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working in a primary care environment | ✓ |  |
| Experience of working in a large practice |  | ✓ |
| Experience of continued professional development | ✓ |  |
| Experience of QOF and clinical audit | ✓ |  |
| Minimum of two years  | ✓ |  |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | ✓ |  |
| Strong IT skills | ✓ |  |
| Clear, polite telephone manner | ✓ |  |
| Competent in the use of Office and Outlook | ✓ |  |
| EMIS / Vision user skills |  | ✓ |
| Effective time management (Planning & Organising) | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Problem solving & analytical skills | ✓ |  |
| Ability to follow clinical policy and procedure | ✓ |  |
| Experience with audit and able to lead audit programmes |  | ✓ |
| Experience with clinical risk management |  | ✓ |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Positive attitude to continuity of care  | ✓ |  |
| Motivated, forward thinker | ✓ |  |
| Problem solver with the ability to process information accurately and effectively, interpreting data as required | ✓ |  |
| High levels of integrity, honesty, and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure / in stressful situations | ✓ |  |
| Effectively able to communicate and understand the needs of the patient | ✓ |  |
| Commitment to ongoing professional development | ✓ |  |
| Effectively utilises resources | ✓ |  |
| Punctual and committed to supporting the team effort | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Occupational Health Clearance | ✓ |  |