Medical Specialist Group

Job Description – Audiologist / Clinical Scientist (Audiology)

Post Details	
Title of Post:	Audiologist / Clinical Scientist (Audiology)
Grade:	Senior Clinical Specialist (equivalent to NHS Band 7/8a)
Department:	Audiology
Location:	Mill House and outreach sites as required (including PEH theatre where applicable)
Reports to:	Lead Audiologist
Responsible for:	-
Registration:	Current HCPC registration and AHCS registration required throughout tenure.
Hours:	Full time (35 hours per week) replacement post

The post

The Medical Specialist Group LLP Guernsey is looking to recruit an Audiologist with both paediatric and adult experience, who is qualified and registered to work privately. This post is supported by a second full time (FT) Audiologist and an Audiology Assistant but confident practice in both paediatric and adult audiology is essential.

Why Choose Us?

- A unique opportunity to work within a small, cohesive department with a vision to deliver top quality, holistic patient care.
- We offer a generous remuneration package, including an array of employee benefits.

- Guernsey residents benefit from an independent taxation system, including flat rate 20% income tax.
- Relocate to appreciate a rewarding quality of life within a thriving small community.
- Enjoy shorter commutes and a safe and friendly place to live and raise a family – all within easy reach of the UK.

The Medical Specialist Group LLP

The Medical Specialist Group (MSG) Limited Liability Partnership is contracted to provide a wide range of emergency and elective medical services for the Bailiwick of Guernsey, in partnership with the Health and Social Care Committee (HSC) of the States of Guernsey. It aims to serve and care for the community through the provision of the highest standard of clinical care. The MSG was founded in 1992 by a group of 19 doctors. Today the service remains owned and run by a passionate team of doctors, currently comprising 58 consultants with a range of professional interests. There are no junior doctors in Guernsey and therefore consultants provide the complete range of inpatient and outpatient care. Tertiary care services are supplied by a variety of Hospitals on the UK Mainland, mainly Southampton University Hospital, usually through contracted services.

The MSG is based at Alexandra House and Mill House, where most managerial and support staff are based. Both buildings have dedicated outpatient facilities and are situated in close proximity to the island's main hospital, the Princess Elizabeth Hospital (PEH).

The team

The successful applicant will join our Full-Time Audiologist Amy Vermeulen and our Audiology Assistant Deborah Anderson, who work cohesively to deliver high-quality patient care to our local community.

Facilities and services

The Audiology department is located within Mill house at the Medical Specialist Group.

Key service areas include:

- Diagnosis and re(habilitation) for children 0-18 years, including children with learning disabilities, challenging behaviour and special needs.
- Neonatal ABRs and paediatric hearing aid fitting and rehabilitation
- Bone Anchored hearing aids.
- Audiology support for ENT Clinics including Tinnitus Therapy.

Programme of Work

This is a full-time position, 35 hours per week.

Key Duties and Responsibilities	
A. Adult & Paediatric Clinical Audiological Assessment	• Deliver a comprehensive adult audiological outpatient service in collaboration with MSG's ENT consultant team, including: daily equipment calibration; otoscopy; pure tone audiometry (air and bone conduction with masking); tympanometry; acoustic reflex testing and decay; auditory brainstem response (ABR) testing including in theatre under general anaesthesia; otoacoustic emissions (OAEs); trials and assessment for bone anchored hearing devices (BAHA); and information and support for patients considering auditory implantation. • Deliver a comprehensive paediatric audiological assessment service for children aged 0–18 years, including: neonatal and infant ABR and OAE assessments, including provision for referrals from the Newborn Hearing Screening Programme; visual reinforcement audiometry (VRA); performance and play audiometry; pure tone audiometry with masking; tympanometry and acoustic reflex testing; speech testing; and age-appropriate developmental and behavioral assessment, communicating results clearly and compassionately to parents and carers. • Provide paediatric hearing aid fitting and habilitation services across all paediatric age groups, including: selection, fitting and verification of hearing aids to current BSA best practice guidelines; bone vibrating hearing aid fitting; fitting of temporary hearing aids for middle ear effusion management using BTE, RIC or BCHA devices; ongoing habilitation and rehabilitation support for children and families; and hearing aid repair management, including exchange, retubing, manufacturer returns and earmold ordering. • Carry out specialist assessments for children with complex needs, including those with learning disabilities, challenging behavior, sensory impairments, chromosomal syndromes associated with hearing loss, and other special educational needs, adapting assessment approach, environment and communication to meet each child's individual requirements. • Provide and manage adult hearing services including tinnitus assessment and management, swim mold ordering, adult hearing aid review and maintenance within MSG's private adult audiology offer, and

	occasional inpatient ward audiometry testing at PEH as required. • Provide specialist clinical advice, assessment and training to health visitors, school nurses and other community professionals involved in audiological screening, supporting the standard and consistency of audiological screening provision across Guernsey's community health infrastructure.
B. Audiology Service Leadership, Equipment & Clinical Governance	• Alongside the Lead Audiologist, develop, implement, review and audit all audiology clinical protocols, standard operating procedures and patient information resources, ensuring these are aligned to current BSA guidelines, NICE recommendations, Newborn Hearing Screening Programme standards and relevant BAA best practice guidance. • Maintain an active and structured off-island professional network with a suitable NHS or independent sector audiology centre, ensuring access to peer consultation on complex cases, exposure to current best practice, benchmarking of MSG's clinical standards, and professional development opportunities that cannot be accessed locally in Guernsey. • Assist the Lead Audiologist with ensuring MSG's audiology service meets all applicable clinical governance, patient safety and information governance obligations, including PSIRF incident reporting via RLDatix DCIQ, clinical audit participation, risk management and consultant appraisal support, working with the CCO and the Head of Quality & Patient Safety. • To be independently professional, responsible and legally accountable for all aspects of own work, including the management of patients for the allocated caseload. • Represent the audiology service at meetings and working groups as appropriate. • Be responsible for the correct operation and use of all audiological equipment and facilities.
C. Clinical Administration, Record-Keeping & Reporting	• Maintain accurate, complete and contemporaneous clinical records in Maxims EPR for all audiological assessments, hearing aid fittings, clinical decisions and patient communications, meeting HCPC record-keeping standards, BAA documentation guidance and MSG's information governance requirements. • Provide detailed, clinically accurate and professionally written reports to ENT consultants, paediatricians, GPs,

	speech and language therapists, the Sensory Support Service, educational professionals and other MDT partners, ensuring all written communication meets organisational and professional standards and is produced within agreed turnaround timescales. • Communicate the results of audiological assessments to patients, parents and carers in a clear, empathetic and appropriately paced manner, including the sensitive communication of a permanent hearing loss diagnosis to families of young children, applying the compassionate, parent-centred approach that this communication demands.
Professional Obligations for All Regulated Roles at MSG	• Maintain current and unrestricted registration with the Health and Care Professions Council (HCPC) and, where applicable, the Academy for Healthcare Science (AHCS). • Practise in full accordance with the HCPC Standards of Conduct, Performance and Ethics, the Standards of Proficiency for Clinical Scientists or equivalent, and applicable British Society of Audiology (BSA), British Academy of Audiology (BAA) and Newborn Hearing Screening Programme guidelines. • Maintain an active CPD portfolio meeting HCPC revalidation requirements, identifying personal learning needs and pursuing development that ensures clinical competency remains current, evidence-based and appropriate to the scope of practice of this post. • Keep updated with relevant change to The Medical Specialist Group LLP, Health Services Department and Princess Elizabeth Hospital policies and procedures. • Handle all patient and organisational information in full compliance with the Data Protection (Bailiwick of Guernsey) Law 2017, GDPR principles and MSG's information governance and patient confidentiality policies. • Promote and maintain a safe working environment for patients, relatives, visitors and colleagues in accordance with MSG's Health and Safety policy and the Health and Safety at Work (General) Guernsey 1987 Act. • Participate in MSG's clinical governance and patient safety frameworks, including incident reporting via RLDatix DCIQ, clinical audit, risk management and patient safety learning as required. • Any other duties within the general scope of the post as and when required.

Applications and visits

Informal enquiries about the post are welcome and can be made via Nathan Collenette (Business Partner – People and Organisation) Nathan.collenette@msg.gg or via our switchboard on 01481 238565.

Applications must be accompanied by a covering letter and CV and sent to recruit@msg.gg

Closing date for applications is 09 November 2026.

Short listed candidates are encouraged to visit prior to interview.

Anticipated start date: As soon as available.

To find out more about The Medical Specialist Group LLP visit: www.msg.gg

To find out more about relocating to Guernsey visit: https://www.locateguernsey.com

The Medical Specialist Group LLP

Management and organisation structure

The senior office holders consist of the Chairperson, Lead Partner for Clinical Quality and Safety and Lead Finance partner who together with the four Directorate Chairs and 2 consultant Partnership representatives form the Management Board.

There are four Directorates which include Adult Medicine (12 consultants), Anaesthetics (12 FTE Consultants), Surgery (15 Consultants) and Women and Child Health (12 Consultants).

The MSG employs clinical & support staff (112.32FTE) including senior management, surgical assistants, audiologists, nurses and administration staff supporting the directorate structure as well as in finance, IT, corporate and clinical governance, HR, facilities, medical records, reception and typing.

The income for the MSG comes primarily from the healthcare contract with the States (c. 80%). The remaining balance is private earnings.

The Secondary Care Contract

The Medical Specialist Group LLP is a limited liability partnership established on the 1st January 2018 as a conversion from the Medical Specialist Group that previously functioned as a General Partnership for more than 25 years in Guernsey.

The MSG commenced a new contract with the States of Guernsey on the 1st January 2018 for the continued provision of secondary healthcare to the population of the Bailiwick of Guernsey. The Bailiwick of Guernsey has a population of approximately 65,000, which includes 2,000 in Alderney, 100 in Herm and 500 in Sark. The MSG works in close partnership with HSC

and services are reviewed regularly. Patients are seen at the MSG premises and the PEH. Outpatient activity takes place mainly at the MSG and inpatient activity occurs at the PEH. Private patient facilities are offered on Victoria Ward at the PEH and at MSG premises.

The Emergency Department at the PEH is fully staffed with 4 Consultant Emergency Doctors and 8 Associate Specialists. The Emergency Department is run by HSC whereby patients are seen, investigated, treated and referred to the appropriate specialist in secondary care. There are 3 main GP practices in Guernsey and 1 in Alderney. GPs will refer patients to secondary care either electively or as an emergency.

Secondary care services under the MSG are provided in General Surgery, Urology, Orthopaedics, ENT, Ophthalmology, Adult Medicine, Anaesthetics, Paediatrics and Obstetrics & Gynaecology.

Other secondary healthcare services are provided directly by HSC such as Radiology, Psychiatry, Public Health and Pathology. There is scope for interventional radiology procedures on island.

Specialties such as Haematology, Haematological Oncology, Microbiology and Dialysis are provided by visiting specialists from UK tertiary centres that have a contract with HSC. There are also inpatient facilities at The Mignot Memorial Hospital in Alderney, which is managed by GPs.

Clinical Governance Requirements

The appointee will be expected to participate in all aspects of clinical governance and best practice standards. These include compliance with policies relating to healthcare associated infection and data protection. The post-holder will participate in regular clinical audit and review of outcomes, and work towards achieving local/national targets.

Both the MSG and HSC are committed to the clinical governance process and have a single Clinical Governance Committee.

A mentor will also be allocated on appointment, to support transition to working and living on island.

General Conditions of Appointment

The appointee will be employed by the MSG under the terms of an Audiologist.

Audiologist posts benefit from 25 days annual leave. It is required that 6 weeks' notice be given for leave (with the exception of compassionate/sick leave), in order to prevent impact on service delivery.

All appointments are subject to the following checks;

- Identity
- Criminal record
- Essential qualifications
- Professional registration
- References
- Occupational health clearance

Satisfactory Occupational Health and Enhanced DBS check with Barred List (Child and Adult Workforce) obtained. Applicants are not entitled to withhold information about convictions (including 'spent' convictions or pending prosecutions) and failure to disclose such convictions could result in dismissal or disciplinary action by the MSG LLP. Any information provided will be completely confidential and considered only in relation to the relevant application.

Pay and benefits

- Generous salary (not utilising NHS pay scale) and current local Guernsey income tax flat rate of 20%
- Generous relocation package
- Private health insurance for yourself
- Pension scheme delivered by a long-established local pension specialist (up to 5% matched employer contribution)
- Life assurance scheme
- Income protection scheme
- Indemnity insurance cover
- HCPC and AHCS subscription cover
- Free car parking at both the MSG and PEH
- Wellbeing allowance of £300/annum (towards gym/better commute scheme etc)
- Study leave allowance
- 25 days per annum annual leave
- Long service award of 3 weeks leave after 7 years

Our Vision, Purpose and Values

Our Vision

Internationally recognised as a centre of excellence for clinical care.

Loved by the Guernsey community.

Our purpose and values

The needs of our patients come first, always.

With the patient at the centre of everything we do, we work as a multi-disciplinary team to relieve illness and improve health, providing the best possible care and experience.

We are committed to patient safety and clinical excellence in all we do.

We invest in our people so that we can achieve together the highest standards of clinical care and the best possible outcomes, justifying the trust our patients place in us.

We work as one team and treat each other with respect.

We value and respect each other, and we follow through on our promises. We create a compassionate environment. We follow the golden rule: treat people as we would like to be treated ourselves.

We value partnership.

We are fully integrated into our local community, and we actively seek opportunities to partner with government, other healthcare providers, patient groups, and businesses to improve healthcare and the quality of our patients' lives.

We focus on the long term.

We invest in the future and in our financial security, using our resources efficiently and always innovating to improve the patient experience. We are committed to sustainability and measure our progress in accordance with the UN Sustainable Development Goals.

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Reports to:	Lead Audiologist
Registration:	Current HCPC registration and AHCS registration required throughout tenure.

✓ Essential ✓ Desirable ✓* Desirable weighted very highly

Category	Description	Essential	Desirable
Registration & Qualifications	☐ Current, full and unrestricted HCPC registration as a Clinical Scientist (Audiology) or equivalent regulated AHP registration throughout the tenure of this post.	✓	
	☐ AHCS (Academy for Healthcare Science) registration, or equivalent professional registration reflecting audiological scientist or clinical physiologist qualification.	✓	
	☐ BSc (Hons) Audiology and/or MSc Clinical Science (Audiology) or equivalent qualification meeting HCPC registration requirements for a Clinical Scientist; or equivalent post-graduate audiological qualification at master's level or with evidence of M-level study.	✓	

	☐ Membership of the British Academy of Audiology (BAA) and/or the British Society of Audiology (BSA), with active engagement in CPD.	✓	
	☐ Specific qualification or accredited training in paediatric audiology, neonatal screening, or equivalent specialist in paediatric audiological competency.		✓*
	☐ Tinnitus management qualification or structured training (e.g. BAA Tinnitus Working Group guidance, CBT-based tinnitus interventions or equivalent).		✓
Clinical Audiology Experience	☐ Minimum 3 years' post-qualification experience as a qualified audiologist or clinical scientist in a substantive audiological post, with demonstrable competency across both adult and paediatric audiology caseloads.	✓	
	☐ Comprehensive competency in paediatric audiological assessment across all paediatric age groups (neonates through to 18 years), OAE, VRA, play and performance audiometry, PTA with masking, tympanometry and speech testing. ABR competency or a willingness to develop the competency is also essential.	✓	
	☐ Competency in paediatric hearing aid fitting and habilitation, including bone vibrating devices, BAHA trial assessments, BTE, RIC and BCHA fitting, and ongoing habilitation support for children and families.	✓	
	☐ Experience of neonatal ABR testing, including experience of ABR in theatre under general anaesthesia, or clear commitment to develop this competency with appropriate training and clinical supervision.		✓*
	☐ Experience of assessing children with complex needs, including learning disabilities, challenging	✓	

	behaviour, syndromic hearing loss, sensory impairment and special educational needs.		
	☐ Experience of adult audiology, including tinnitus management, adult hearing aid fitting and adult diagnostic audiology (OAE, adult ABR, acoustic reflexes).	✓	
	☐ Experience of working in or alongside an ENT outpatient service, with familiarity with ENT-audiology clinical interface and multidisciplinary working.		✓
Service Leadership & Governance	☐ Experience of clinical audit in an audiology context, including developing audit standards, collecting and analysing data, and driving improvement from findings.	✓	
	☐ Demonstrable off-island or equivalent professional network that provides access to peer consultation, best practice benchmarking and professional development.	✓	
Skills & Personal Attributes	☐ Exceptional clinical skills across the full range of diagnostic and rehabilitation audiology functions relevant to this post, maintained through active CPD and evidence-based practice.	✓	
	☐ Outstanding communication skills with patients, families and MDT partners, including the ability to communicate complex audiological findings and management plans to anxious parents and carers in a compassionate, clear and appropriately paced manner.	✓	
	☐ Committed to continuous professional development and clinical excellence in a resource-constrained island environment where maintaining best practice requires active personal initiative.	✓	

COMPETENCY FRAMEWORK

Audiologist / Clinical Scientist (Audiology)

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Reports to:	Lead Audiologist
Responsible for:	-
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ABOUT THIS DOCUMENT

The Audiologist operates at Level 3 (Expert) for Communication, Organisation, Accuracy, Confidentiality, Stakeholder Engagement, Resilience and Continuous Improvement, reflecting the genuine clinical authority, professional independence and service leadership responsibility of a lone clinical scientist in a specialist and professionally isolated environment. Technical Expertise, Independent Working and Digital Proficiency are Level 2.

THE FOUR COMPETENCY LEVELS

- **Level 1 - Foundation:** Skills and behaviours for all roles across MSG
- **Level 2 - Independent:** Undertakes role with minimal supervision; uses own initiative; escalates appropriately
- **Level 3 - Expert:** Skilled professional; advises and guides others; leads projects or teams
- **Level 4 - Senior Leader:** Sets strategy and direction; accountable for governance and compliance

COMPETENCY LEVEL SUMMARY

Technical Expertise, Communication, Accuracy, Stakeholder Engagement, Independent Working and Continuous Improvement are Level 4. Organisation and Resilience are Level 3. Confidentiality is Level 3. Digital Proficiency is Level 2. NHS Band 7/8a equivalent lone clinician profile.

Competency	Level 1 Foundation	Level 2 Independent	Level 3 Expert	Level 4 Senior Leader
Technical Expertise		✓ L2		
Communication & Interpersonal Effectiveness			✓ L3	
Organisation, Planning & Time Management			✓ L3	
Accuracy & Attention to Detail			✓ L3	
Confidentiality & Information Governance			✓ L3	
Stakeholder Engagement & Relationship Management			✓ L3	
Independent Working & Team Collaboration		✓ L2		
Digital & Systems Proficiency		✓ L2		
Resilience & Working Under Pressure			✓ L3	
Continuous Improvement & Learning Mindset			✓ L3	

DETAILED COMPETENCY DESCRIPTORS

1. Technical Expertise Level 2: Independent			
Level 1	**Level 2**	Level 3	Level 4
Follows audiological SOPs for routine tasks.	**Executes audiological assessments independently; troubleshoots equipment issues.**	Leads audiology practice; optimises clinical processes; mentors Audiology Assistant.	Shapes MSG's audiology strategy; acts as sole clinical subject matter expert.
In this role: *Delivers comprehensive diagnostic and rehabilitation audiological services across all paediatric and adult populations with specialist clinical authority. Assist the Lead Audiologist with setting MSG's clinical audiology standards, protocols and guidelines. Maintains specialist competency across paediatric ABR, VRA, hearing aid fitting, tinnitus management and adult diagnostic audiology through active CPD and off-island professional network engagement.*			

2. Communication & Interpersonal Effectiveness Level 3: Expert			
Level 1	Level 2	**Level 3**	Level 4
Uses courteous, plain language; records accurately.	*Tailors' messages to patients and clinical colleagues; escalates succinctly.*	**Handles sensitive clinical conversations with empathy; influences through evidence; represents MSG externally.**	Trusted clinical spokesperson in high-stakes audiological and multidisciplinary contexts.
In this role: *Communicates complex audiological assessment findings, hearing loss diagnoses and rehabilitation options to patients, parents, carers, children with hearing difficulties and clinical colleagues with exceptional clarity, empathy and professional confidence. Communicates a permanent hearing loss diagnosis to the parents of a young child with the compassion, patience and sensitivity that this profoundly significant event demands. Produces detailed, accurate clinical reports for ENT consultants, paediatricians, the Sensory Support Service, educational professionals and GPs to a high professional standard.*			

3. Organisation, Planning & Time Management Level 3: Expert			
Level 1	Level 2	Level 3	Level 4
Uses agreed tools to track tasks and meet deadlines.	*Coordinates audiological activities across clinical and administrative functions.*	**Optimises audiology clinic capacity and equipment readiness.**	*Designs audiology service planning rhythms.*
In this role: *Plans and manages a complex audiology service, balancing concurrent clinical assessment sessions, hearing aid clinics, paediatric complex needs assessments, theatre ABR commitments, equipment calibration schedules, administrative obligations and service development activities without losing clinical quality or missing patient timescales. Assists with planning the annual calibration programme, equipment maintenance schedule and off-island professional development commitments proactively.*			

4. Accuracy & Attention to Detail Level 3: Expert			
Level 1	Level 2	Level 3	Level 4
Accurately completes routine audiological assessments and records.	*Maintains audit-ready clinical records; cross-checks audiometric data.*	**Analyses audiological quality data trends; addresses clinical practice gaps.**	Sets MSG's audiology clinical quality and data standards.
In this role: *Maintains HCPC-compliant, audit-ready clinical records in Maxims EPR for all patient contacts. Analyses audiological outcomes, equipment calibration records and clinical audit data to identify service quality trends and address gaps. Ensures all audiological clinical data underpinning hearing aid prescriptions, management plans and onward referral decisions is accurately documented and verifiable.*			

5. Confidentiality & Information Governance Level 3: Expert			
Level 1	Level 2	Level 3	Level 4
Understands confidentiality basics; asks when unsure.	*Applies HCPC and MSG IG policies consistently; documents decisions.*	**Advises Audiology Assistant on IG obligations; trains on data handling.**	*Oversees audiology IG compliance.*
In this role: *Maintains all audiological clinical records, hearing aid documentation, patient contact records and equipment logs in full compliance with MSG's information governance policies, applicable data protection legislation and HCPC record-keeping standards. Advises and trains the Audiology Assistant on appropriate patient data handling, confidentiality obligations and Maxims EPR information governance. Escalates any information governance concern to the Lead Audiologist, CCO or CIO promptly.*			

6. Stakeholder Engagement & Relationship Management Level 3: Expert			
Level 1	Level 2	**Level 3**	Level 4
Responds promptly and courteously to audiological enquiries.	*Coordinates with ENT consultants, paediatric MDT, community services.*	**Negotiates clinical interfaces; manages sensitive patient communication.**	*Shapes MSG's audiology partnerships and professional network.*
In this role: *Builds and maintains the multidisciplinary clinical relationships that make MSG's audiology service effective: active clinical partnership with ENT consultants, the paediatric team, speech and language therapy, the Sensory Support Service, community health visitors and school nurses, educational services, GPs and the Newborn Hearing Screening Programme. Maintains an active off-island professional network with a suitable NHS or independent sector audiology centre, using this relationship for peer consultation, best practice benchmarking and professional development.*			

7. Independent Working & Team Collaboration Level 2: Independent			
Level 1	**Level 2**	Level 3	Level 4
Meets audiological responsibilities reliably.	**Collaborates across MSG clinical teams; shares audiological expertise.**	*Leads audiology service; mentors Audiology Assistant.*	*Builds MSG's audiology capability and professional infrastructure.*
In this role: *Works with a high degree of professional independence as an audiologist, making autonomous clinical decisions within HCPC professional standards and MSG's clinical governance framework, seeking off-island peer consultation for complex or unusual clinical presentations. Shares audiological knowledge. Contributes actively to MSG's multidisciplinary clinical teams, including ENT outpatient, paediatric and ENT nursing, as an engaged and professional audiological clinical partner.*			

8. Digital & Systems Proficiency Level 2: Independent			
Level 1	**Level 2**	Level 3	Level 4
Uses audiological equipment systems and clinical packages competently.	**Uses Maxims EPR and audiological software accurately.**	*Optimises audiological clinical workflows; creates templates.*	*Champions digital audiology adoption.*
In this role: *Uses Maxims EPR for all audiological patient records, hearing aid management and clinical documentation accurately and to HCPC record-keeping standards. Uses audiological equipment management systems, calibration record databases and hearing aid fitting software competently. Develops and maintains Maxims EPR templates for audiological clinical documentation. Reports system issues or EPR functionality concerns to the Head of Digital Transformation.*			

9. Resilience & Working Under Pressure Level 3: Expert			
Level 1	Level 2	**Level 3**	Level 4
Maintains professionalism during busy clinic periods.	*Prioritises clinical work; manages complex patient presentations calmly.*	**Maintains audiology service quality**	*Builds MSG's audiology resilience.*
In this role: *Maintains clinical quality, professional composure and patient focus, managing the full range of clinical, administrative and governance obligations simultaneously without proximate specialist peer support. Manages the particular professional demands, including complex paediatric assessments with challenging behaviour, theatre ABR commitments, anxious families and competing clinic demands, with consistent clinical excellence and professional equanimity.*			

10. Continuous Improvement & Learning Mindset Level 3: Expert			
Level 1	Level 2	**Level 3**	Level 4
Identifies personal CPD needs; completes mandatory training.	*Implements audiology improvements; shares clinical learning.*	**Engages with audiology audit and QI; measures clinical outcomes.**	Sets MSG's audiology quality agenda; builds professional excellence culture.
In this role: *Engages with the Lead Audiologist on MSG's audiology service improvement through structured clinical audit, active off-island professional network engagement, systematic CPD, protocol development and evidence-based service enhancements. Maintains personal clinical currency across the full range of audiological competencies required for this post through active HCPC-compliant CPD. Introduces new clinical techniques, equipment or service approaches based on evidence and peer network intelligence, presenting service development proposals to the Lead Audiologist and CCO. Creates a professional environment in which the Audiology Assistant is developed, motivated and engaged.*			