



Senior Clinician, Ontario

The mission of Helix Hearing Care is to promote a multidisciplinary clinical approach in the treatment and rehabilitation of hearing loss. To accomplish this goal, we utilize the most advanced technologies and the skills of highly trained, industry leading, hearing care professionals. With over 40 clinics in Ontario and Manitoba, and growing, we are committed to providing the utmost clinical hearing healthcare services to the patients we serve.

Qualifications we are interested in include:

- College diploma from a recognized Hearing Instrument Specialist program or equivalent, or master's degree in Audiology
- Current registration in good standing with regulatory college or provincially recognized licensing body
- At least 2 years proven experience as a dispensing clinician
- Current knowledge of hearing aid software and technology required
- Valid driver's license required for ongoing travel across the region

Job Description

Job Title: Senior Clinician
Region: Ontario
Department: Operations
Reports to: National Sales Manager

JOB SUMMARY: Responsible for providing clinical support as assigned in clinics across Ontario, and possibly in other regions as per the regulatory requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Listed below. Other duties may be assigned.

- Position requires ongoing travel across the region
- Provide standardized hearing assessment and hearing aid evaluations
- Provide a high standard of patient care by proactively serving our customers from the first encounter to all future hearing needs
- Prescribe/select, fit and verify appropriate amplification
- Maintain an expertise in the selling, fitting and troubleshooting of current hearing aid technology
- Maintain any required professional membership/license/registration and CEU requirements

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HEARING CARE

- Recognize audiological equipment needs and follow company guidelines for appropriate repair and annual calibration
- Follow both Operational and Quality Assurance guidelines as set forth by the Company
- Follow the company's work and safety procedures and policies
- Attend scheduled meetings
- To achieve and maintain levels of professional statistics that are indicative of a high standard of patient care
- Working with the front office staff in booking both walk-in patients and incoming phone calls
- Ensuring that patients are followed-up with so that appropriate patient care is provided
- Networking within the medical and patient community
- Follow established marketing tools to enhance our business opportunities and provide the avenues to create new ones (i.e. patient referral program)
- Performs other duties as assigned

Clinic Support:

- When not working at an assigned clinic providing direct patient care, provide sales guidance and mentorship at the clinic(s) assigned by management.

Patient and Customer Services:

- Work with teams to ensure that training needs are identified and plans are implemented to enhance customer service and sales skills at the clinic level
- Work with managers to oversee, monitor and respond to patient and customer satisfaction levels
- Assist with programs to enhance patient recruitment and retention
- Ensure the clinic staff adheres to the company's mission of providing high quality customer service
- Respond to all customer concerns, identify cause of customer problem/complaint and proactively recommend and implement corrections

Please send a cover letter and a resume in confidence to:

Human Resource Administrator

290 McGill Street, Suite A, Hawkesbury, ON K6A 1P8

Email: hr@helixhca.com

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