

Job Title:	Hearing Instrument Practitioner		
Reports to (Title):	Regional Manager	Department:	Operations
Last Updated:	July 2020		

Key Responsibilities:

To conduct and interpret hearing tests for the purpose of selecting suitable hearing aids, making earmolds or ear impressions and providing appropriate recommendations.

- Provide standardized hearing evaluations for the purposes of hearing aid candidacy including effective masking as described by Company practice guidelines
- Comply with Company guidelines for medical clearance and consultation
- Provide a high standard of client care by proactively serving our customers from the first encounter to all future hearing needs
- To 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
- 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 client care
- Working with the front office staff in booking both walk-in clients and incoming phone calls
- Ensuring that clients are followed-up so that appropriate client care is provided
- Networking within the medical and client community
- Follow established marketing tools to enhance our business opportunities and provide the avenues to create new ones (i.e. client referral program)
- To work within a team environment with other member of the center staff in achieving goals established by Regional and Main office management
- Performs other duties as assigned
- Adhere to the Quality Improvement Plan, including:
 1. **Practice Guidelines** that establish testing procedures, interpretation standards, referral protocols and hearing air selection, verification, and fitting procedures
 2. **Client's Bill of Rights** that outline the expectations of hearing care provider and client when services are performed
 3. **Professional Code of Ethics** that describes the expected work and professional habits of hearing care providers
 4. **Medical Reporting System** whereby the quality of testing skills and appropriateness of applied knowledge is evaluated relative to completeness, timeliness and accuracy
 5. **Quality Intervention Program** that provides individual training on issues that are indicated by the Medical Reporting System
 6. **Infection Control Program** to reduce the risk of contamination by pathogenic germs
 7. **Client Opinion Surveys** that are designed to monitor client opinion on customer service and hearing aid satisfaction
 8. **Center Assessments** that assess management and organizational skills

Education, Licenses, Certifications:

- Minimum education is a College Diploma from a recognized Hearing Instrument Specialist program, or equivalent.
 - Where applicable, registration with regulatory college or provincially recognized licensing body/professional membership is required.
 - Where applicable, current registration in good standing with regulatory college or provincially recognized licensing body is required.
- Eligibility for participating in third party programs is also a requirement.

Knowledge/Skills/Travel:

- While performing the duties of this job, the employee is regularly using their hands to finger, handle, or feel and talk or hear.
 - The employee frequently is required to sit and reach with hands and arms.
 - The employee is occasionally required to stand and walk.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience:

- At least one year of diagnostic/dispensing experience (not applicable for initial practice registrants).
- Current knowledge of hearing health care products and services is an asset.