

## **Audiologist/Hearing Aid Audiologist Job Description**

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Chime is a registered charity, supporting people who are Deaf or Hard of Hearing, through our Resource Centres nationwide. Our aim is to positively impact the lives of our clients through the provision of Advice and Information, Support Services, Hearing Aids and Assistive Technology.

At Chime, we are a values-driven organisation, supporting our clients to achieve best possible outcomes. We promote staff development, enable staff to fulfil their potential and contribute to excellent service delivery. Chime is a diverse and inclusive work environment where thinking outside the box to achieve our goals is positively encouraged and promoting collaborative working relationships is key in terms of supporting the needs of our clients.

The Audiologist/ Hearing Aid Audiologist post involves providing hearing assessments and related hearing care services to adults with hearing loss, Deaf adults and those experiencing tinnitus, within a not-for-profit hearing aid service program.

Our ethos is one of care and compassion where we aim to support our clients in understanding their own hearing needs and catering to those needs with the intervention of technology, where appropriate.

We are seeking a friendly, dedicated, and caring professional to join our team.

### **Duties of the Post (include but are not limited to):**

- To provide information and advice in relation to hearing, hearing loss and hearing aids to the various Chime teams.
- To take detailed case history from patients, maintain a record of work activity and client records at all stages.
- To interpret the results of assessments and provide recommendations and reports, as necessary.
- To carry out hearing tests, hearing aid prescriptions and hearing aid fittings.
- To perform REM hearing aid fittings and to provide guidance to clients on the use of prescribed hearing aids.
- To carry out aftercare, follow up care, annual assessments and maintain a high standard of client care.
- To perform micro-suction wax removal.
- To carry out hearing aid repairs and/or maintenance.
- To provide counselling to clients, relatives, and carers on hearing loss and living with hearing aids.
- To refer individuals to other specialist services internally and/or externally, as required.
- To maintain accurate client records through Noah and Salesforce and to ensure compliance with GDPR.
- To provide tinnitus support in conjunction with the Tinnitus Support Community Resource Officers
- To carry out Hearing Screenings in clinic or other planned locations
- To work collaboratively with the wider Chime Teams in a holistic way always in the best interests of the clients.
- To provide clinical cover during annual leave/sick leave, where reasonable.

### **Opportunities at Chime**

- Continuous Professional Development Training
- Irish Sign Language Classes and Qualification
- Provision of Wax Removal Training and Qualification
- Provision of Community Hearing Screenings and Educational Events
- Participation in Marketing, Promotional, Branding Exercises and Ideas Forums
- Collaborative Projects with the wider Community Services and Specialist Services Teams
- Active Participation in the Ongoing Development of Chime's Hearing Aid Service and Organisational Goals

**Personal attributes:**

- Excellent organisational skills.
- Excellent written and communication skills.
- Excellent problem-solving skills
- Excellent interpersonal skills with colleagues, service-users and manufactures.
- Ability to work on own initiative, independently and with personal integrity.
- Ability to exhibit personal flexibility and versatility.
- Ability to follow instructions and work collaboratively within a team environment.
- Possess cultural awareness, sensitivity, tolerance, and patience.
- Caring and client-focused.

**Other requirements:**

- Qualified Audiologist/Hearing Aid Audiologist registered or eligible to register with ISHAA/BSHAA/IAA
- 2/3 years relevant work experience preferable, but not essential
- Proficiency in Microsoft Office
- Proficiency in Noah
- Micro-suction qualification, not essential
- Full clean driving license
- Own transport
- Familiarity with Client Relationship Management system Salesforce an advantage, but not essential.

**Salary:**

Commensurate with experience.

**Location:**

This role is part-time (4 days per week) and permanent and based in our Head Office in North Frederick Street, Dublin 1. Occasional travel within the greater Dublin area will be required to provide holiday and sick leave cover.