

<b>Job Title:</b> Audiology Technician	<b>FLSA Status:</b> Non-Exempt, Part-Time (up to 20 hours a week)
<b>Department:</b> Clinic	<b>Prepared Date:</b> 8/18/2022
<b>Reports To:</b> Clinic Director	<b>Salary Range (optional):</b> \$19-21, Commensurate with experience

### Job Summary

The audiology technician will perform technical and clinical duties in support of the Audiology Department as part of HSDC's Clinic. Routine technical tasks includes lab setup and maintenance, sanitization, supply ordering and processing, and equipment setup. Routine clinical tasks include providing patient in-person or telehealth care to address their hearing and communication needs. The audiology technician will also provide administrative support for the Clinic Scheduler, as needed, including but not limited to checking clients-in, answering phone-calls and emails, and scheduling client appointments.

Our ideal candidate is a detail-oriented individual with varied customer service and clinical experience, preferably in the field of audiology. This candidate thrives on a holistic approach towards our clients' hearing needs, and will provide services that involve traditional amplification options, assistive listening devices, and counseling. The successful candidate maintains follows evidence-based practices, is self-motivated, and takes pride in being a part of a great team. This position does not have regular supervisory responsibilities. However, there may be occasional supervision / support provided to Clinic Schedulers, students/interns/externs, or volunteers.

### Essential Duties and Responsibilities:

#### Clinical-40%

- Provide follow-up care to audiology patients including but not limited to device orientation, cleaning, trouble-shooting, and counseling
- Identify client challenges regarding communication and Quality of Life using evidence-based practice, and refer clients as appropriate for further assessment by an Audiologist
- Assist Audiologists with pediatric assessments
- Establish and maintain successful relationships with clients and professionals
- Coordinate with other HSDC departments to ensure that clients' needs outside the scope of Audiology are being identified and met

#### Technology-45%

- Complete daily biologic checks of testing equipment
- Organize and maintain annual calibration of all testing equipment
- Maintain clinic lab, provider room, and sound booth organization including but not limited to equipment disinfection, supply restocking, and device inventory
- Process incoming and outgoing orders of hearing aids, assistive listening devices, earmolds, and supplies

#### Administration/General duties-15%

- Follow up-to-date and evidence-based infection control
- Produce clear, concise, and timely documentation of services provided using established protocols for internal and external communications

- Participate in an inter-disciplinary team approach in furthering all programs of the agency
- Update/maintain clinical knowledge through participation in regular Continuing Education activities
- Assume other duties as agreed upon by the Clinic Director
- Support the Clinic Scheduler(s), as needed. Tasks include but are not limited to:
  - Answering all Audiology and Speech Department calls
  - Scheduling client appointments
  - Maintaining Audiologists' and Speech Language Pathologists' (SLPs) calendars
  - Obtaining referrals sent via fax, mail, or email from Primary Care Providers for scheduled appointments, and maintain referral history and tracking system in EMR
  - Sending, receiving, and processing appropriate intake paperwork prior to appointments
  - Checking in Audiology and Speech clients, including verifying and obtaining insurance and demographic information
  - Processing payments for clinic services and audiology supplies (i.e., copays, supplies, etc.)
  - Coordinating interpreting services for clients as needed (ASL/spoken language)

## **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- High school diploma or equivalent required; Associate's Degree or higher preferred, with a background in healthcare-oriented major preferred.
- 2+ years of clinical experience; with adult and pediatric populations preferred.
- Current First Aid and CPR certification.
- ASL proficiency preferred as defined by a minimum score of 2.0 on the ASLPI at hire with attainment of a 2.5 within the first 12 months. Training will be provided to new hires with limited experience in this area.
- Complete a required and provided HIPAA training at hire and annually.
- Demonstrate acknowledgement and understanding of HIPAA requirements surrounding Protected Health Information (PHI) as designated by HSDC's HIPAA Privacy and Security Policy & Procedure Manual
- Proficient computer skills, including but not limited to accurate typing and use of Microsoft Office, Noah, and electronic medical records platforms. Demonstrated ability to learn new tools efficiently is more important than expertise in specific products.
- Exceptional written, verbal and interpersonal communication skills.
- Ability to communicate clearly and effectively with interpreters (ASL and spoken language).
- Ability to multi-task accurately in a fast-paced environment.
- Ability to work independently in a deadline-oriented environment.
- Positive attitude and ability to be a contributing team member at HSDC.

## **Essential Physical Skills**

This position requires the ability to move around the Clinic; ability to operate phones, computers, and other office equipment; and English language skills (including written).

## **Environmental Conditions**

Generally, in an open office environment with occasional visits to external environments. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

## *Disclaimer:*

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All HSDC employees may be required to perform duties outside of their normal responsibilities

from time to time, as needed, to meet the ongoing needs of the organization.

**To apply:** Please email your resume/CV, cover letter, and at least 3 professional references to [clinics@hsrc.org](mailto:clinics@hsrc.org).  
Thank you!