

## POSITION DESCRIPTION

### Title: Program Lead (Adult Services)

<b>Employment Type</b>	Permanent
<b>Location</b>	Brisbane
<b>Reports to</b>	Head of Audiology
<b>Direct reports</b>	Nil
<b>Internal relationships</b>	All staff
<b>External relationships</b>	External suppliers, medical practitioners, and other stakeholders

### About Hear and Say

Hear and Say has been a world-leading expert in hearing technology and listening and spoken language therapy for almost 30 years. Working in our five centres across Queensland and throughout the globe, we are dedicated to opening worlds for all people with hearing loss. Our team empowers individuals to live life connected with their friends, family and community. We shape our work around the latest research and technology to best support the needs of children and adults impacted by hearing loss and other sensory concerns. Together with families and health professionals, our inter-disciplinary Early Intervention program strives to give children the gifts of listening, hearing and speaking so they are not limited by hearing loss and can reach milestones at the same time as their hearing peers. We encourage early identification of hearing loss by supporting screening through our newborn and school programs, as well as provide evidence-based training for health and education professionals and parents. The work we do is underpinned by our values and relies on the generous support of our networks, government and philanthropic partners to create impactful and sustainable change. Our five core values underpin our behaviour:

Exploration

Community

Collaboration

Integrity

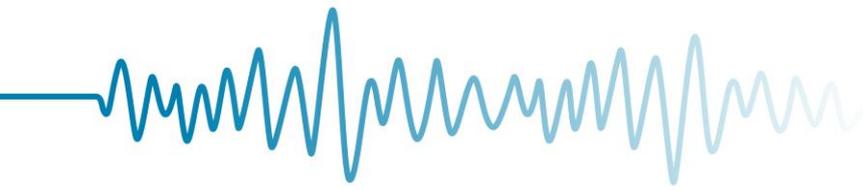
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### About Adult Services at Hear and Say

Hear and Say introduced an 'Adult Hearing Program' in late 2019 for hearing aid and implantable technology recipients, expanding on the organic growth of our historically paediatric cohort. Hear and Say had the opportunity to 'open its doors' and 'open worlds' for people of all ages with hearing loss.

The Adult Services offer comprehensive hearing services to adults of all backgrounds including private funded clients and those with eligibility through the Hearing Services Program and NDIS. Services include diagnostic audiology assessments, comprehensive



hearing aid assessments and discussions, fitting and maintenance of all hearing aid manufacturer's devices, regular ongoing customer care to ensure optimal hearing outcomes, and pre and post implantable hearing technology management.

Hear and Say's current adult cohort is comprised of a wide variety of clients including grandparents of children with hearing loss who attend Hear and Say, community referrals and word of mouth referrals. Hear and Say clients are engaged with and supportive of Hear and Say's overarching mission to ensure optimal hearing and communication outcomes for people of all ages with hearing loss. Hear and Say's Adult Services run as a social enterprise model with profits from this program being channelled into Hear and Say to support programs for children with hearing loss.

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## Purpose of the role

The purpose of this position is to review and grow Hear and Say's adult hearing services. This senior role is crucial to expanding our audiology services beyond paediatrics into the adult space. Leveraging Hear and Say's connections to the community will be vital to the role.

Tasked with the consolidation of the adult hearing services, the Senior Audiologist's primary focus will be to further develop our adult offering in the greater Brisbane region, ensuring its financial viability.

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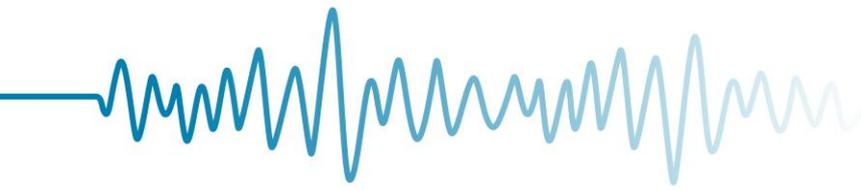
## Key responsibilities

### Protocols

- Review and revise clinical protocols and procedures for Adult hearing services), in consultation with other clinical team leaders, as needed
- Support the development of administration protocols relevant to Adult Services

### Business Development

- Establish and maintain effective relationships with external sales reps, medical personnel, and other stakeholders
- Utilize outstanding communication and interpersonal skills to deliver education and clinical presentations to external stakeholders, such as, the medical community and community groups
- Understand, champion, and implement specific marketing campaigns working closely with the Sales and Marketing Manager and Head of Communications, Marketing and Fundraising
- Establish and grow referral pathways from General Practitioners and community groups
- Develop collaborative alliances within the hearing aid industry to drive referrals of clients to Hear and Say
- Track and measure rate of successful referrals from all sources



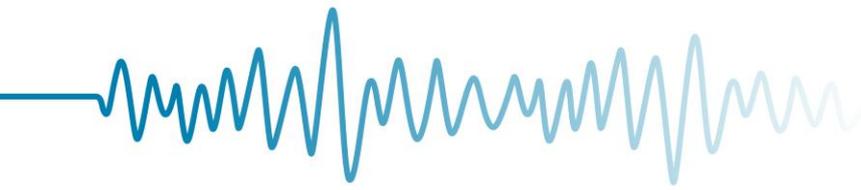
- Attend relevant industry conferences, community events and trade shows in order to promote Hear and Say's services and assess areas for growth

### **Clinical Service Delivery**

- Administer and interpret a range of diagnostic hearing assessments including pre and post hearing implant assessments when required.
- Support paediatric clients through the provision of diagnostic audiology assessments as required.
- Establish rapport with and gather history from patients; conduct audiological testing and make recommendations for hearing aids or hearing implants if appropriate
- Explanation and discussion of results with clients to empower their decision-making process. Clear explanation and discussion of recommended rehabilitation pathway for optimal outcomes - including quotes and program inclusions/requirements
- Identify the need for medical referral - including report writing
- Potentially manage a case load of pre and post Implant adult clients with implantable devices, with the goal of achieving optimal access to sound through regular programming sessions, annual assessments, and setting of appropriate listening goals for each client. Demonstrate a thorough knowledge of the prehearing implant assessment process including referral to other professionals as required
- Liaise with other members of the Hearing Implant Team such as ENT's, psychologists, social worker and Listening and Spoken Language Specialists
- Programming of hearing aids and/or implantable hearing device and subsequent subjective/objective verification measures including post implant assessments for clients with implantable devices
- Troubleshooting and fine tuning of hearing/hearing device issues across all manufacturers
- Ear mould impressions/modifications, retubing and repairs
- Training and support of administration team in hearing aid maintenance and troubleshooting

### **General**

- Work with business support team to establish appropriate administrative support processes as required for the efficient management of the Adult hearing services
- Follow relevant quality procedures in order to deliver quality products and services and identify and support the implementation of continuous improvement. Undertake additional quality responsibilities (e.g., audits of HSP clients, recalls, etc)
- Contribute to the implementation of systems and processes to improve clinical efficiencies and the client experience
- Ordering and receipt of hearing devices, accessories, ear moulds - and associated communication with manufacturers
- Attend training with manufacturers to ensure continued professional development/knowledge of latest technology
- Conduct telephone/email consultations when required



- Stock management of consumables (batteries, domes, wax filters, testing materials, etc)
- Maintain up to date records of hearing aid information/status, appointment notes, and report writing
- Scheduling of appointments where necessary
- Maintain knowledge of NDIS hearing services and collaborate with HAS NDIS team as needed
- Business reporting to the management and board as needed
- Work safely, complying with all safety procedures, rules and instructions, and reporting workplace hazards, incidents, or injuries to manager

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## Basis for selection

The following selection criteria are required to successfully do the job:

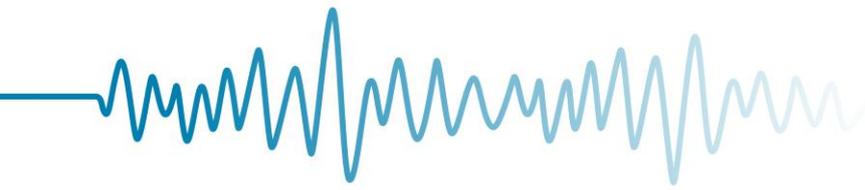
- Outstanding communication and interpersonal skills which will enable you to build client/professional relationships, and maintain collaborative working relationships with internal and external stakeholders
- Extensive knowledge of best practice clinical and administrative processes, including client management systems, such as the Hearing Services Program
- Proven capability to grow business and sales through considered consultation and recommendation
- Masters degree or higher qualification in Audiology, including certificate of clinical practice
- Clinical hearing aid experience is required
- Prior experience in a role where you've demonstrated business or sales acumen
- Ability to work independently
- Willingness to travel as needed
- Demonstrated prioritization and organization skills
- Highly effective presentation skills

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## Key Performance Indicators

Key performance indicators link into our core values of: exploration, community, collaboration, integrity and joy will be periodically negotiated and agreed in probation meetings and via the performance management plan.

- Grow customer base as outlined in the adult services portion of the Audiology budget, which would enable financial targets to be met
- Establish workflow efficiencies in collaboration with the Hear and Say team
- High customer satisfaction rating



## Employment screening

Eligibility to clear probity checks including disability worker screening (yellow card) and working with children check (Blue Card).

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## Acknowledgement

I have received a copy of the role description and I have read and understand its contents.

<b>Employee name</b>	
<b>Employee signature</b>	
<b>Date</b>	