

## Wax Removal Clinician – Leightons Hearing Care and The Hearing Care Partnership

**BUSINESS:** Leightons and The Hearing Care Partnership

**LOCATION:** Practice Based

### **ROLE PURPOSE**

To work within and independent optometry setting offering integrated private hearing services to mirror their optical provision whilst delivering the highest levels of customer care and service

To grow the current wax removal business, enabling us to offer better availability of wax removal appointments

To refer suitable patients into the Hearing Aid Dispenser for Full Hearing Assessments.

### **Principal Duties & Responsibilities**

#### **Clinical**

- Otoscopy
- Hearing Screening
- Wax Removal - using both microsuction, irrigation and manual removal (training will be provided, where necessary)
- Hearing Aid Repair and Follow Up appointments if required
- To deliver and promote the highest standards of customer care and service. To promote best practice in the field
- To respond to patient queries promptly and effectively
- To work under the guidance and direction of the HCPC registered HAD within the practice

#### **Practice Partner Engagement and Business Development**

- To work with the branch team to develop, deliver and promote strategies within the practice to increase efficiency, profitability, and performance
- To support the HAD in training and developing the branch optical team in basic hearing care
- To establish and utilise effective cross-referral techniques within each practice
- To form links with local GP surgeries and establish positive relationships

#### **Operational**

- To operate in line with the company policies, procedures and current legislation at all times
- To maintain high standards of personal appearance, timekeeping, attendance and respect of company property
- To understand and adhere to the company Health and Safety procedures

## **Key Attributes**

- Hearing Care Assistant Qualification
- Confident to work independently under the guidance of the HAD
- Motivated and focused on achieving goals
- Confident about working within teams
- Commercially aware, and happy to offer the customer what they need
- Dedicated to exemplary patient service to ensure patient satisfaction
- Excellent communication skills, with empathy and patience
- Desire to do, see and enjoy a job well done

## **What do we offer?**

Basic Salary £25,000 (for qualified Hearing Care Assistants)

Holidays (Including Bank Holidays) 33

5% Commission paid on paid wax removals

£15 referral fee for suitable patient referrals through to HAD clinic