Audiologist

Department	Audiology	**Reports To**	Audiology Team Lead
Supervises	None	**FLSA Status**	Exempt

Position Summary

The Audiologist diagnoses, treats and manages hearing and balance disorders in patients of all ages. The role conducts comprehensive hearing assessments, interprets test results, fits and maintains hearing aids, provides aural rehabilitation, and counsels patients and families about hearing health. The ideal candidate has strong clinical expertise, excellent communication skills, and a passion for improving quality of life for people with hearing and balance concerns. The position requires staying current with advances in audiology practice and technology and working collaboratively in an interdisciplinary healthcare environment.

Essential Duties And Responsibilities

Diagnostic and Rehabilitative Services

- Provide and apply appropriate diagnostic protocols for differential diagnosis, with appropriate recommendations and effective counseling to meet the needs of clients and their families.
- Dispense hearing aids and assistive devices in accordance with the ASHA and AAA Codes of Ethics, license requirements and NEHSC policies. Establish appropriate expectations with each client, and educate clients about new hearing aid technology.
- Maintain ongoing communication with involved individuals about client and family status.
- Assist with the supervision and training of students.

Client Advocacy and Community Liaison

- Stay informed about client and family rights and regulations, including the CDS system, Vocational Rehabilitation, Medicaid, Medicare, third-party payers, and hearing aid and audiology licensing statutes. Support and advocate for clients.
- Stay informed about community agencies and services, refer clients to outside resources when needed, and serve as a liaison with community agencies to promote hearing healthcare and wellness.

Documentation, Productivity and Patient Experience

- Maintain succinct, confidential client records, including diagnosis, fit date, product and accessories, warranty information, and follow-up schedule. Keep adequate records of hearing aid orders, repairs, fittings and outcome measures.
- Complete reports and send them to front office administration within 5 business days. Reports are randomly audited quarterly.
- Meet productivity standards.

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- Maintain an efficient schedule: greet clients within 10 minutes of their appointment time, and complete appointments within 10 minutes of the scheduled end time.

Equipment and Supplies

- Make sure the daily audiological equipment calibration and listening check is completed.
- Monitor and order impression material, batteries, equipment and supplies.

Professional Development and Credentials

- Develop and maintain currency in audiology, hearing aid dispensing and communication.
- Maintain ASHA certification, state licensure and malpractice insurance.
- Attend quarterly professional development training (online or in person) on differential diagnosis, industry trends, hearing aid technology, practice development and related topics.

Non-Essential Duties And Responsibilities

- Perform other tasks and projects as assigned by the supervisor and leadership team.

Measures Of Success

- Reports are completed and sent to front office administration within 5 business days.
- Clients are greeted within 10 minutes of their appointment time, and appointments end within 10 minutes of the scheduled time.
- Productivity standards are met, and billing and documentation are completed on time.

General Expectations

- Be committed to the NEHSC mission, vision, and values.
- Follow the personnel policies outlined in the Employee Handbook.
- Perform job duties with the highest standards of ethical and professional behavior.
- Maintain confidentiality of client, staff and NEHSC operational information; protect patient and employee privacy in compliance with HIPAA and NEHSC policies.
- Take responsibility and ownership for decisions, actions, and results.
- Share knowledge and skills with team members and contribute ideas to improve processes.
- Take initiative in offering help and take on extra work when needed to accomplish special projects.
- Seek to improve the quality of work performed by self and the organization; be flexible and willing to try new ideas; participate in quality improvement activities.
- Consistently meet schedules and deadlines.
- Be cooperative and helpful to co-workers and clients; approach disagreements as problems to be solved constructively and directly.

- Remain positive and constructive when things are not going well; give and receive constructive feedback; ask for help when needed.
- Recognize that everyone's job is important to the success of the organization.
- Maintain a professional appearance appropriate to the work setting.

Physical Requirements

The physical requirements described here are representative of those that must be met by the incumbent to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit (including prolonged sitting), and talk or hear. Duties may involve bending, climbing stairs, and sitting on the floor. The employee is also required to use hands and fingers to operate a computer, keyboard, mouse, printer, copier and telephone, as well as audiological diagnostic and hearing aid fitting equipment. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. The employee may occasionally lift and/or move up to twenty-five (25) pounds. Performs tasks related to the care and safety of clients of all ages.

Work Environment

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a clinical and general office environment. Noise level is generally low to moderate. Work is occasionally stressful and requires the ability to multitask, meet deadlines, and successfully cope with the pressures related to the position.

Qualifications Needed For Position

Education and Licensure

- Doctor of Audiology (Au.D.) degree from an accredited program.
- Licensed by the State of Maine as an Audiologist.
- Certification from the American Speech-Language-Hearing Association (ASHA).

Experience

- Experience with pediatric and geriatric populations.

Preferred

- Experience with cochlear implants and other surgical hearing devices.
- Research experience in audiology or related fields.

Knowledge, Skills and Abilities

- Proficiency with advanced audiological diagnostic equipment.
- Excellent interpersonal and communication skills.
- Ability to work independently and as part of a multidisciplinary team.
- Commitment to patient-centered care.
- Strong problem-solving and critical thinking skills.

Additional Information

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

All requirements and skills are considered to be essential, unless otherwise indicated.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.