



Job Posting

Watch the ASL version [here](#).

Title: Clinic Manager, Tri-Cities Audiology Clinic

Location: Port Coquitlam, BC

Position Status: Full-time, 35 hours per week

Reports to: Director

ABOUT THE OPPORTUNITY

Position Summary:

Reporting to the Director, the Manager, Audiology Clinic contributes to the ongoing growth and development of Wavefront's Audiology program through specific areas of accountability, helping the organization continue to meet the audiology needs of Wavefront's members and clients.

The Clinic Manager's primary role is as a clinical audiologist, providing professional audiology services to Deaf and Hard of Hearing individuals to assist them on their journey to communicate more effectively.

In addition, the Clinic Manager seeks ways to strengthen Wavefront's audiology services, programs, strategies and initiatives. They are responsible for the day-to-day operations of the clinic consistent with the mission, vision, values and strategic direction of Wavefront Centre. As a practicing Audiologist, the Manager is also expected to provide clinical services and fulfill accountabilities related to clinical compliance and to advance Wavefront's programs.

Essential Duties and Responsibilities:

Client Services:

- Treat clients following bylaws and legislations established by the College of Speech and Hearing Health Professionals of BC (CSHBC)
- Assessment of hearing, which includes identification, evaluation, diagnosis, and counselling
- Intervention for hearing, which includes promotion, prevention, counselling, treatment, consultation, management, (re)habilitation and education
- Measurement of patient or client outcomes for these services
- Consultation with and referral of clients to other professionals and agencies in order to provide holistic patient-centred care
- Assessment, selection, prescribing/recommending, dispensing, validation, verification, servicing and development of hearing aids and other appropriate hearing assistive and (re)habilitative strategies for individuals with hearing loss, auditory processing, tinnitus and/or related disorders. This could include cochlear implants, other implantable hearing devices, assistive technology such as FM systems, speech reading classes, and tinnitus re-training as well as measurement of patient or client outcomes for these technologies and strategies
- Providing aural (re)habilitation to improve listening and communication skills
- Cerumen management
- Explain the impacts of hearing loss on everyday life and provide direct counselling on the educational, psychological, and social implications of hearing loss to clients, their family, and other individuals on request

Clinical Leadership:

- Provide clinical guidance and oversight to audiologists and audiometric technicians, as required
- Maintain, develop, and enhance clinical activities by ensuring quality clinical care and service
- Ensure safe clinical practice that is consistent with guidelines set out by CSHBC

Strategic Leadership:

- In collaboration with Director, identify, plan, implement and oversee initiatives in the development of clinic programs and services
- Foster and maintain a safe and respectful work environment for staff supporting a culture of excellence

Management & Supervision:

- Support the planning, recruitment, hiring and retention planning, orientation, and onboarding for clinicians and staff members of the clinic
- Manage clinicians and staff to ensure expectations are clear, service standards are being upheld and objectives are achieved
- Navigate and find resolution for client concerns, as required
- Ensure strong collaboration on all organization events and activities

Administration:

- Build and manage schedule for clinicians and staff; manage time off requests
- Track and report on key performance metrics; End of month reporting/data collection (statistical information), as required
- Oversee maintenance of clinic records - tracking of invoices, credit memos, third party billings and other important financial documents
- Knowledge of database and tracking systems (e.g. Blueprint)

Education & Outreach:

- On-going collaboration with professional organizations (e.g. WorkSafe BC, Speech-Language Audiology Canada (SAC), Canadian Academy of Audiology (CAA), and Speech & Hearing BC), as required
- Participate in community education in coordination with clinicians and audiometric technicians (e.g. presentations, health fairs, media interviews, etc.), as required

Financial Stewardship:

- Oversee clinic budget
- Implement structure of clinic fees (including equipment) as set by the organization
- Track and report on financial key performance metrics; End of month reporting/data collection (statistical information), as required

ABOUT YOU, THE CANDIDATE**Qualifications:**

- Master's degree in Audiology, or higher, from an accredited university program
Current membership (or eligible for membership in) the College of Speech and Hearing Health Professionals
- (CSHBC) and Speech-Language & Audiology Canada (SAC)
- Comprehensive knowledge of bylaws, legislation, and scopes of practice for Audiology as established by CSHBC
- Six (6) years of recent, related experience including two (2) years senior supervisory/leadership experience, or an equivalent combination of education, training and experience

- Minimum two (2) years relevant clinic management/leadership experience, or an equivalent combination of education, training and experience
- *Wavefront is a bilingual environment (ASL/English), fluency in American Sign Language (ASL), or willingness to learn, is required for this position*

Skills & Knowledge:

- Comprehensive knowledge of Audiology theory and practice
- Working knowledge of other health care disciplines, their role in client care, research process and methodology
- Effective communicator (verbal and written); able to deal effectively with co-workers, physicians, other health care professionals, clients and their families, and external agencies
- Demonstrated ability to function as an effective leader, mentor, coach and facilitator
- Demonstrated ability to organize work, set priorities, meet deadlines, provide follow-up and work under the pressure of time constraints
- Demonstrated experience with implementing and managing database and tracking systems (Blueprint preferred)
- Knowledge of cochlear implants and other implantable devices
- Proficient computer skills; organized with excellent attention to detail and able to effectively operate a computerized patient care information system
- Collaborative approach working with other members of the department and across the organization

ABOUT WAVEFRONT CENTRE FOR COMMUNICATION ACCESSIBILITY

Established in 1956, Wavefront Centre for Communication Accessibility is a BC based, charitable not-for-profit organization operating as a social enterprise. Wavefront Centre delivers innovative services in Audiology and Communication Devices, Counselling, Seniors Outreach, and Accessible Communication Services that assist people who are Deaf, DeafBlind and Hard of Hearing achieve full communication accessibility.

Hours of work:

The typical hours of work are 9:00am to 5:00pm (negotiable), Monday to Friday, **flexibility is required.**

CLOSING DETAILS

Contact: Christopher Sutton, CEO

Email resume to: christopher.sutton@wavefrontcentre.ca

Please email your cover letter and resume as a PDF, along with a list of references.

Application Deadline: The position will be filled as soon as a suitable candidate is identified.

Wavefront Centre for Communication Accessibility will provide accommodation, accessible formats and communication supports for the interview upon request. Wavefront Centre is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.