



## Job Description

[Watch ASL version here.](#)

Title: Manager, Clinical Operations  
Location: Vancouver, BC  
Position Status: Full-time, 35 hours per week  
Reports to: Director, Clinical Operations + Business Development  
Supervision of: Clinical Team (All Locations)

### Job Summary

Reporting to the Director, the Manager Clinical Operations & Training 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 Manager, Clinical Operations is primarily responsible for the day-to-day operations of all clinics aligning 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.

Secondly, the Manager, Clinical Operations will be responsible for the onboarding of new clinicians as well as the ongoing clinical development and training of the Audiology Team.

In addition, the Manager, Clinical Operations may on occasion be required to provide clinical cover within the Audiology department.

### 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.

### Worked Performed

#### 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

#### 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

#### 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

#### 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
- Work with Director to achieve monthly sales targets
- 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

#### 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)

#### 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)

- 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

#### Hours of work

This role offers 35 hours of work per week. The typical hours of work are 8:00am to 4:00pm, Monday to Friday. Incumbents may be asked to work overtime from time to time.

#### What we offer

- Comprehensive benefits package (extended health + dental)
- Pension plan after 12 months
- Generous time off entitlement (Statutory holidays, vacation entitlement, sick + personal time)

#### Workplace safety

In order to do all we can to ensure the safety of our staff and clients, Wavefront Centre for Communication Accessibility requires that everyone working within our organization be fully vaccinated (COVID-19) unless they have an exemption for accommodation pursuant to the BC Human Rights Code. Proof of vaccination status will be required.

#### Commitment to Equity, Diversity & Inclusion

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.

Wavefront Centre for Communication Accessibility will provide accommodation, accessible formats and communication supports for interviews upon request.

## CLOSING DETAILS

Email cover letter and resume to: [careers@wavefrontcentre.ca](mailto:careers@wavefrontcentre.ca)

- Please email your cover letter and resume as a PDF, along with a list of references and include the job title in the subject field.
- Please note, only short-listed candidates will be contacted for this role.

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