

Job Class Profile: **Audiology Technician**

Pay Level: **CG-26** **Point Band:** **490-533**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	3	3	2	2	3	1	3	
Points	187	67	19	14	60	43	62	21	32	505

JOB SUMMARY

The Audiology Technician is responsible for assisting with the audiological evaluation of clients under the supervision of an Audiologist. Performs audiological work for the Provincial Hearing Aid Program and performs administrative work for the department.

Key and Periodic Activities

- Performs audiological evaluations for the Audiologist; interprets and assists with testing.
- Performs audiological work for the Provincial Hearing Aid Program such as registering clients for appointments, taking ear mold impressions, performing minor repairs to hearing instruments, completing paperwork for hearing instruments, ordering, repairing and replenishing supplies used for testing.
- Cleans equipment and sterilizes instruments used for evaluations.
- Performs administrative duties for the department such as recording statistics, and receiving and answering daily correspondence.
- Purges hearing aid records.
- Checks the status of applications of clients with the Provincial Hearing Aid Program.
- Prepares administrative promotional activities.

SKILL

Knowledge

General and Specific Knowledge:

- Audiology technical procedures and techniques (Play Audiometry).
- Hearing conditions and their interrelationships.
- Administrative procedures.
- Audiology equipment and technology.

Formal Education and/or Certification(s):

- Minimum: 2 Year Communications Disorders Diploma or similar.

Years of Experience:

- Minimum: 1 – 2 years.

Competencies:

- Audiology equipment and techniques.
- Skills in communication.
- Computer skills.

Interpersonal Skills

- Interpersonal skills are used to listen to information, ask client questions regarding their concerns/symptoms and pertinent medical history; provide routine information and direction regarding the testing being performed; care, comfort or nurturing to clients (some of whom are children) and who may be nervous; instruct, coach, or teach clients during testing in order to gain their co-operation and complete the testing. There may be interaction with upset or angry people.
- Communications occur with clients, the Audiologist, employees within the immediate work area and department, and supervisor. Interactions may also occur with employees in other departments, or outside the organization.

EFFORT

Physical Effort

- The demands of the job do not result in considerable fatigue, requiring periods of rest.
- Regularly lifts objects less than 10 lbs., and occasionally lifts or moves objects (furniture) between 25 – 50 lbs. Pushes and pulls clients over 50 lbs. who are in wheelchairs which requires strength and endurance and the use of gross motor skills.
- When performing testing, regularly sits and is often required to bend in awkward or cramped positions when examining a client's ears. During testing, which is done in a soundproof booth, there is limited opportunity to move about.
- Regularly uses fine finger/precision work when preparing ear mold impressions, and cleaning and repairing hearing instruments and equipment. There is also a regular requirement to use hand tools with accuracy and control such as penlights to place sponges in a client's ears, and when using an otoscope to look into a client's ears.

Concentration

- When performing testing, there is a constant requirement for **visual** concentration to observe signs such as facial expressions, movements and body language from clients to detect their awareness of sound and at what level.
- **Auditory** concentration is regularly required when testing hearing aids to determine if they are functioning properly; to determine whether repairs are needed and when listening to clients to obtain a medical history.
- Other sensory demands, such as **touch**, are occasionally required and are used to check ear molds and tubing in a client's ears and to **touch** clients during testing to determine their level of hearing. When testing and examining clients ears, must be aware of any **smells** (odours) which could indicate an infection and would require the Audiologist being made aware.
- A **high level of alertness** and concentration is required when performing hearing tests in order to receive accurate results. Also, as testing is performed in a closed booth, must pay close attention to a client's level of anxiety and provide reassurance as required.
- There is no control over the work pace when external factors delay the testing (i.e. clients are late, testing takes longer on some clients, etc.). There are **time pressures and deadlines** to ensure adherence to scheduled appointments which can be affected by clients who require a

greater amount of time (i.e. special needs or elderly clients).

- **Exact results and precision** are required when testing to determine accurate thresholds/testing results, when changing tubing, making minor repairs to hearing aids, and when taking ear mold impressions.

Complexity

- Performs a series of tasks and activities that are similar/related in terms of the skills and knowledge used and where the tasks are usually, repetitive and well-defined.
- Problems tend to be simple with obvious solutions, are well-defined for which a limited number of solutions exist, and that can be normally resolved by following guidelines or procedures or occasionally solved in a team setting.
- A typical problem involves assessing and performing hearing tests for clients of various ages, varying degrees of mental and physical abilities, capabilities, level of co-operation, and then adjusting for those differences.
- Complexities are typically solved by referring to policies and procedures, organizational guidelines, talking with the audiologist, or the manager.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are closely structured and work is reviewed by the audiologist.
- Independent decisions are made with regards to the specific work (i.e. if ear molds impressions are adequate for processing, if tubing needs to be changed on ear molds); and whether or not hearing test equipment needs to be repaired, changed or cleaned.
- Requires approval for decisions regarding extra testing of clients, selecting hearing aids, and commitments requiring a significant time away from the clients care.
- Uses discretion and judgement to interpret directions and applies guidelines when examining ear canals to determine ear mold impressions and when deciding to use inserts or headphones during testing of clients.
- Can determine hearing thresholds during pure tone testing and related to hearing instruments, decide when to perform minor repairs, clean hearing instruments, or identify which hearing aids to send for repairs.
- May exercise a high degree of discretion and judgment to continue testing of a client who is having difficulty.
- May provide information to clients on the hearing testing procedures and the various hearing aid devices available.

Impact

- Tasks and activities have an impact on clients, the immediate work area, within and outside the department, and outside the organization.
- In addition, there are impacts on equipment and supplies when testing clients, facilities, human resources and finances if unnecessary testing is performed. Other impacts could be on the corporation's image, information, and the health and safety of the clients.
- A typical error is performing inaccurate hearing testing. In the event of a mistake or error, the consequences could have an impact on the client whose time has been wasted getting the test done, within the immediate work area and department which involves the audiologist time counselling the client, and the services being provided by other departments.

- Errors are mitigated as the work tasks and activities are generally monitored or controlled for accuracy, as the audiologist reviews and evaluates the work. Problems are typically identified within hours of identification and normally are identified before the client leaves the department.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- May take on a team leader role for certain administrative educational/promotional activities.

WORKING CONDITIONS

Environmental Working Conditions

- Occasionally may have to use special precautions such as the wearing gloves when performing testing.
- There is a moderate likelihood of receiving minor injuries or illness with a limited likelihood of receiving a partial disability, and no likelihood of receiving full disability.
- Works in confined workspaces when performing testing. Occasionally exposed to toxic/hazardous chemicals used in making ear mold impressions and for cleaning equipment, sharp tools, odours, infectious diseases from being exposed to a client's illnesses, and physical dangers or threats from clients with behaviour problems.