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| **Job Description & Person Specification forms** | |
| **Job title:** | **Hear2Help Partner** |
| **Main purposes of job:**   1. Organise and deliver Hear2Help community clinic(s). 2. Manage resources and communications for Hear2Help services. 3. Contribute to Hear Together’s team planning and service development. | |
| **Key tasks:**   1. Run Hear2Help hearing aid maintenance clinic(s) across Nottingham and Nottinghamshire. 2. Confidently handle hearing aids and identify issues affecting their effectiveness, such as blocked tubes, wax build up, old batteries. 3. Provide immediate support to resolve the issues, such as re-tubing, cleaning and battery replacement. 4. Identify if additional support is required. Explain and provide recommendations, such as the need to book a hospital audiology appointment. 5. Monitor equipment stock and re-order spares when needed to avoid running out. 6. Maintain good links with local Audiology teams and other equipment providers. 7. Communicate with the clinic venues to maintain a good relationship and update if there are any changes to clinic dates, times or cancellations. 8. Work independently and seek help/ support when needed. 9. Attend regular Hear Together team meetings and contribute to the development, planning and delivery of our services. | |
| **Key results/objectives**   1. Hear2Help clinics provide reliable, effective and friendly support. 2. Hear2Help clinics are well-managed and efficient. | |
| **Responsible for** | Hear2Help hearing aid clinics |
| **Reporting to** | Co-ordinator |
| **Review** | Annual or as agreed with Coordinator |

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| **PERSON SPECIFICATION (EXPERIENCE, SKILLS & KNOWLEDGE)** | |
| **ESSENTIAL** | **DESIRABLE** |
| Experience of managing hearing aids. | Experience of stock maintenance: ordering spares, communication with stockist. |
| Demonstrate confidence and knowledge in handling and discussing hearing aids. | Experience of keeping accurate records and managing confidential information appropriately. |
| Ability to troubleshoot and identify problems with hearing aids; to carry out basic maintenance tasks (re-tubing, cleaning and batteries); and know when to refer client to other services (Audiology, GP). | Experience of interacting with the public and providing customer service or similar. |
| Good communication and deaf awareness skills. | Experience of handling money (cash, using a card reader for payments). |
| Reliable, friendly and approachable. | Experience of working in a team |
| The role requires the job holder to travel across Nottingham/ Nottinghamshire so access to own transport and a willingness to travel is essential. |  |

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