



## **Job Description**

### **EAR WAX REMOVAL SPECIALIST**

**Salary Level:** £20 per hour

**Hours:** 16 Hours Per Week  
Monday and Friday 8.30am – 5pm (1 Hour Lunch)

**Responsible to:** Clinic Manager

#### **General:**

Mary Hare is a non-maintained special school for deaf children. Because of the low incidence of profound deafness, our Secondary students come from all over the UK and further afield, so we have a residential termly boarding provision, which is set in beautiful grounds next to Snelsmore Common. Mary Hare School also provides a weekly boarding Primary offer from a separate site close to Greenham Common, Newbury.

Mary Hare operates several businesses which help support the school, one of which is the Mary Hare Hearing Centre (with joint venture partners Starkey) in Newbury Town centre.

The aim of the Mary Hare Hearing Centre is to continually offer support to Mary Hare School through financial means, whilst upholding a strong local reputation for care and quality and providing a positive, lasting customer experience.

#### **The Role:**

The primary purpose of this flexible role is to provide ear wax removal to private clients, by and subject to appointment only, at a clinic to be held at the Mary Hare Hearing Centre.

Upon accurate assessment and identification that ear wax is present, you will demonstrate a competent use of appropriate equipment and relevant procedure to perform the removal. (Training of additional procedures will be provided for suitable candidate.)

Working within the scope of professional practice, you will be able to recognise your own limitations and make referrals where necessary to other health care professionals.

In addition, the role under the leadership of the Mary Hare Hearing Centre Clinic Manager – will aim to identify potential client needs and make recommendations to other Mary Hare complimentary products and services.

#### **Main Duties and Responsibilities:**

- Engage with and assess clients to provide the best solution to their wax removal needs and subsequent management of their ear health.
- Use a range of wax removal processes – specifically Microsuction, Water Irrigation and Manual. Perform ear wax removal as appropriate.
- Deliver a high standard of customer care before, during and after appointment



- Comply with Professional and Company standards. Provide accurate information to the General Manager of the Hearing Centre, regarding the effects of treatment and progress made. Maintain documentation and client confidentiality in line with GDPR compliance.
- Have a knowledge of the anatomy and physiology of normal ear, nose and throat, and how to effectively record this. Understand whom to report identified deviations from normal and seek advice.
- Work closely with the reception team to ensure appointments are scheduled effectively for the business.
- Contribute to and participate in achieving the commercial objectives of the Company
- Contribute and participate in the annual Open Day activities
- Ensure all materials required to perform all forms of wax removal are fully stocked, available and compliant. Reconcile and provide all invoices for approval to the GM. Provide the GM with a monthly stock report.
- Remain fully abreast of the latest technology surrounding wax removal and hearing technologies. Ensures knowledge and practice is current and reflects best practice

#### **Additional Duties and Responsibilities:**

- Meeting own responsibilities with Health and Safety and Employment Law
- Working with immediate manager to address issues, opportunities and concerns
- Providing ideas, support and assistance for continuous improvement activities
- Supporting colleagues and other departments to deliver great customer service

#### **Specific Objectives: (Your specific objectives in each area of responsibility)**

- Identify and perform wax removal on a per client basis – in line with suitability and effectiveness. Effectively communicate to each client the benefits of each process
- Counsel and instruct clients in between appointment care – encourage and recommend related Mary Hare products and services to assist with brand loyalty
- Understand and monitor each client's progress to ensure the longevity of care
- Contribute to and respond to company reporting requirements in a timely manner and in compliance with GDPR
- Assist in the conduct and implementation of best retail and nursing practices. Work closely with the administration team to manage appointments and avoid any disappointment

#### **Results – Performance Measures:**

- Number of enquiries appointments and quality of patient data
- Effective patient journey
- Customer benefit and satisfaction
- Support the General Manager in meeting the business commercial and budget objectives

Person Specification	
Education Attainment	
<ul style="list-style-type: none"> <li>Registered with Nursing and Midwifery Council (NMC) and be a member of the Royal College of Nursing</li> <li>For a nurse: BN (Hons) with specialisation in Aural care i.e. certificate that he/she has undergone ear care with micro-suction course</li> </ul>	
Knowledge and Experience	
Essential	Desirable
<ul style="list-style-type: none"> <li>Minimum of 2 years of aural care/wax removal</li> <li>Working with a customer focused environment</li> </ul>	<ul style="list-style-type: none"> <li>Experience of communicating with people with hearing loss would be beneficial, although not necessary as training can be provided</li> </ul>
Skills and Personal Qualities	
<ul style="list-style-type: none"> <li>Excellent communication skills to enable effective dialogue with colleagues, staff and clients</li> <li>Excellent interpersonal skills and an ability to establish good working relationships with people of all levels</li> <li>Organised and self-motivated, with a proven record for meeting targets and deadlines</li> <li>Able to perform well and remain professional whilst under pressure</li> <li>Dedicated team-player, who strives for excellence and leads by example</li> <li>Tactful and discreet, whilst mindful of observing professional standards</li> <li>Displays a smart and professional appearance, representing the Hearing Centre and Mary Hare School in a positive manner</li> <li>Reliable and stable</li> <li>Well-developed problem-solving skills</li> <li>Enthusiastic, with an eagerness to learn new skills and a commitment to personal continuous development</li> <li>High level of accuracy and attention to detail</li> <li>Self-motivated and able to work alone without direction</li> <li>Adaptable and flexible with working patterns when required</li> <li>Good numeric and computer skills (Microsoft Outlook essential)</li> <li>Empathetic</li> <li>Alert to patient anxieties and ability to alleviate</li> <li>Patient and caring nature</li> </ul>	
Essential Values, Behaviours and Attitudes	
<p>All employees are expected to actively promote and demonstrate the six core values of Mary Hare School:</p> <ul style="list-style-type: none"> <li>Learners First</li> </ul>	



- Community is Key
- Integrity & Respect
- Empower & Energise Others
- Being Accountable
- Excellence

The Hearing Centre reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the business.

In exceptional circumstances, the post holder will be required to undertake other duties and responsibilities of a similar post in order to support workload peaks, skill shortages, to ensure priorities are met. This will be sensitive to available resources and individual skills and will be generally in the same area.

The Hearing Centre and Mary Hare School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All employees should take reasonable care for their own Health & Safety and that of others who may be affected by what they do or do not do. Staff should correctly use work items provided by the Hearing Centre, including personal protective equipment in accordance with training and instruction.