



Hear and Say
Opening worlds

Role description

Title: Listening and Spoken Language Specialist

Employment Type	Part / Full time
Location	Brisbane, Toowoomba, Gold Coast Centres
Reports to	Team Leader – Listening and Spoken Language
Internal relationships	Clinical Teams, Clinical Manager – LSL, Practice Manager
External relationships	Clients, Families

About Hear and Say

Established in 1992, Hear and Say is a world-leading expert in hearing, listening and spoken language therapy.

The core focus for our team of specialists is to work with families and other medical professionals to teach children with hearing loss to hear, listen and speak, through advanced audiology services, hearing technology and specialised speech pathology called auditory-verbal therapy. We also use this expertise to support thousands of children and adults of all ages to reach their full potential – from Hear to Learn, our School Hearing Screening Program, through to supporting adults to access appropriate hearing technology and beyond.

By doing this, Hear and Say aims to deliver positive social impact and better outcomes for the community by helping individuals overcome disadvantage to access mainstream services and live life to the fullest. Our five core values underpin our behaviour:

Exploration

Community

Collaboration

Integrity

Joy

Purpose of the role

The purpose of this position is to manage a clinical case load and provide the Hear and Say Listening and Spoken Language Therapy (LSL) program to families of children who are deaf or hearing impaired.

Key responsibilities

General responsibilities:

- To undertake initial training, including observation of Listening and Spoken Language Therapy lessons, prior to being responsible for own caseload.
- To implement a Listening and Spoken Language Therapy program for each child on caseload.
- To undertake ongoing professional development and mentoring and work towards LSLS Cert Auditory-Verbal Therapy (AVT).
- To integrate learned skills and work within the multidisciplinary clinical team.
- To adhere to the philosophy and Policy and Procedures of Hear and Say.
- To work with administration and funding staff as required.

LSL Program responsibilities:

- To provide Listening and Spoken Language Therapy, adhering to the 10 Principles of Auditory-Verbal Practice to the individual child and parent/caregiver on a regular ongoing basis, to administer standardised assessments and to conference with parents to set agreed outcomes.
- To acknowledge and provide for the individual needs of each child and family.
- To prepare an Individual Education Plan for each child at least every 6 months.
- To prepare an Individual Family Service Plan once a year.
- To work as part of the Hear and Say Clinical Team.
- To attend relevant staff meetings, in-service days and parent education evenings.
- To maintain all necessary records.
- To provide consultation and support to professionals at Childcare, Kindergarten, Prep and School settings accessed by the children on caseload.
- To advise families of appropriate Childcare, Kindergarten, Prep and School options and assist with visits to these educational settings.
- To liaise with associated professionals including external educational personnel.
- To participate in research projects as assigned by the Clinical Manager.
- To perform additional tasks as directed by Management.
- To maintain a high standard of health and safety within the Centre.

Hearing Implant Program responsibilities:

- To provide feedback to Audiology staff regarding pre-implant hearing aid trials.
 - To conduct pre-operative speech and language assessments.
 - To be present at the final team meeting regarding hearing implant candidacy.
 - To provide pre-operative counselling and education for the family.
 - To assist with "switch-on" of the child's hearing implant (as required).
 - To conduct post-operative speech and language assessments in line with the assessment protocol.
 - To provide a Listening and Spoken Language Therapy program for each child pre- and post-implant.
 - To liaise with relevant professionals as appropriate to the management of children who have hearing implants.
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Basis for selection

The following selection criteria are required to successfully carry out the role:

- Relevant tertiary qualification and extensive work experience in listening and spoken language therapy or teaching of the deaf with a very strong understanding and appreciation of paediatric hearing impairment and the AVT approach.
 - A professional but family focussed approach, with demonstrated ability to liaise effectively with a diverse range of people as well as have a very good rapport with children.
 - Demonstrated ability to build relationships and garner continuing support to further broaden the base of external stakeholder engagement and influence to further promote Hear and Say.
 - Experience in working flexibly within a variety of service delivery models and in a multi-disciplinary environment.
 - Strong report writing and data collection skills with a commitment to evidence-based practice principles.
 - Proficient and comfortable in using iPads, Zoom and new technologies as well as an intermediate skill level in the Microsoft suite, including Word, Excel and PowerPoint.
 - Very good time management and organisational skills.
 - Highly motivated with sound interpersonal and communication skills so has the ability to work effectively in a team or independently.
 - Availability to travel and current drivers licence required.
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Performance Standards

Key performance indicators link into our core values of: exploration, community, collaboration, integrity and joy will be periodically negotiated and agreed in probation meetings and via the performance coaching program.

- Completion of specialist Auditory-Verbal Therapy training modules and required assessments within 6 months of employment;
 - Completes the required number of appointments and related case management for the equivalent of a full clinical week (or as pro rata for part-time);
 - For individual caseload, facilitates appropriate monitoring of child progress as per Hear and Say benchmarks;
 - Demonstrates 4-10 hours of Mentoring in adherence to the AG Bell LSL Cert. AVT Training Module requirements each quarter; and
 - Completes 80% of LSL Team QA requirements within specified timeframes for each child enrolled in the Early Intervention Program.
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Employment screening

Eligibility to clear probity checks including criminal history and working with children check (Blue Card).

Acknowledgement

I have received a copy of the role description and I have read and understand its contents.

Employee name	
Employee signature	
Date	