



## **Join True Tone Hearing | Be Part of Northern Ireland's First Choice in Hearing Care**

**Position: Hearing Care Assistant**

**Location: Type: Permanent / Full-time**

Full UK driving licence; able to work across Belfast and various locations in Northern Ireland.

At **True Tone Hearing**, we're on a mission to deliver the highest standards of hearing care. We believe in building success through integrity, transparency, and clinical excellence. If you're an experienced and compassionate Hearing Care Assistant, come be part of a team where doing it right is our standard.

### **What We Offer:**

- A best-in-class patient experience, built on care, professionalism, and continuous support
- A flexible working environment
- A vibrant, independently owned company with values rooted in transparency, responsibility, passion, confidence, and excellence
- A chance to grow with us through structured development and meaningful patient interaction

### **Your Key Responsibilities:**

- Provide exceptional customer service that reflects our commitment to outstanding care
- Perform hear-care screening tests and minor hearing aid adjustments
- Offer compassionate guidance to patients on usage and maintenance of hearing aids
- Conduct micro-suction ear wax removal (if qualified – training can be provided)
- Maintain accurate clinical notes to ensure consistent, high-quality care

### **About You:**

- Strong communication skills with a genuine passion for helping people
- Ideally you will already be experienced in providing support and advice in a patient centred environment (i.e. NHS / medical / clinic / optical).
- If you do not already have the HCA (Hearing Care Assistant) qualification, investing in people is crucial to us and so support is available for you to attend a training course to obtain the relevant qualifications and training
- Ear care/wax removal skills or willingness to train
- Confident, self-motivated, and able to work independently

- Committed to excellence and aligned with our vision of patient-first clinical service

**Benefits:**

- Competitive salary with profit share
- 25 days holiday + bank holidays + your birthday off
- Private health insurance and company sick pay
- Death in service benefit
- Pension scheme
- Exclusive savings, discounts, and rewards
- Real opportunities for growth and long-term career progression

At True Tone, we care for our patients and clinicians alike, because we know excellence starts from within. Join us to help set the standard in hearing care, and make a real difference in people's lives.

**Apply now**