

DEAF AND HARD OF HEARING INTERPRETER/PROGRAM COORDINATOR

CLASS CODE: C72700

DESCRIPTION: Under limited supervision, coordinates and monitors sign language interpreting services and programs on a statewide basis for the Commission for the Hearing Impaired. Incumbents receive supervision from the Executive Director; performs related work as required.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Interprets phone calls, meetings, and other business conversations to provide communication services for members of the agency staff.

Interprets and translates the spoken word and responses to provide resource services for clients in legal, medical, crisis, social service, vocational, educational, public, personal, and social settings by using sign language.

Manages and administers the Midwest Quality Assurance Screening Test (QAST) for sign language interpretation to certify qualified interpreters; schedules dates, sites, times, candidates, and evaluators for each test session; evaluates and compiles individual performance results.

Enhances the skills of sign language interpreters by assessing interpreter skills, identifying training needs, and developing and presenting workshops and information sharing sessions to ensure that interpreter expertise is maximized and the client needs are effectively served.

Coordinates the sign language interpreter referral services of the agency by compiling and updating a statewide interpreter directory, receiving and assessing requests for interpreters, matching interpreters and placements, and compiling statistics and evaluative data on interpreter placements to provide resource services that meet the needs of persons Deaf or Hard of Hearing.

Maintains and updates a lending library for interpreters to provide resource services for sign language interpreters and the Deaf and Hard of Hearing community.

Provides consumers, service providers, and the community with information on the role and function of a sign language interpreter to promote public awareness.

In accordance with the Interpreter Grievance Procedure, mediates and investigates grievances filed by consumers against interpreters by gathering facts concerning time, place, persons involved, the issue in question, etc. and summarizes in a report to the Executive Director who reviews it to determine the proper method of mediation.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the role of an interpreter, interpreter ethics, and related issues; the National Registry of Interpreters for the Deaf (RID) code of ethics to avoid personal interference or misuse of confidential information; the issues and cultures of the deaf sufficient to inform or instruct hearing persons concerning the needs of hearing impaired persons; techniques for evaluating sign language skills to assess and refer interpreters; federal and state legislation regarding required services for Deaf and hard of Hearing persons; current interpreter training trends.

Ability to: interpret program policies and procedures and to carry out those policies; maintain confidentiality regarding interpreting assignments; make decisions and work independently; plan, organize, and conduct training sessions involving sign language interpreters.

Skill in: mediating grievances.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need assistance in the selection process should request this in advance.)

Any combination of training and/or experience that will enable the incumbent to possess the required knowledge, skills, and abilities. A general qualification guideline for positions in this class is post-high school coursework, a two year interpreter training program or equivalent, QAST or RID certification, plus sign language interpreting experience.

LEGAL REQUIREMENTS: (These qualifications are mandated by federal/state laws, statutes, and/or regulations.)

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).