

**DESCRIPTION:** In a training capacity, under general supervision, performs entry level professional work in providing assistance to clients who are experiencing personal, social, educational, or vocational needs in an adjustment for Deaf and Hard of Hearing clients. Incumbents perform a variety of duties, in a casework setting, to assist more experienced field representatives. Supervision is received in regards to the scope and nature of work; 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.)

Provides assistance to other field representatives in the development and maintenance of a client referral system to assist clients' efficient access to resource services.

Provides assistance to other field representatives in evaluating client personal, social, and vocational needs and in developing a rehabilitative plan based on needs analysis.

Evaluates the effectiveness of individual rehabilitative plans and writes progress reports to ensure that client needs are being met.

Provides basic personal, social, and vocational client counseling to assist other field representatives with caseload work.

Provides assistance to other field representatives in developing an inventory of rehabilitative services available to Deaf and Hard of Hearing clients through public and private agencies to provide technical assistance for clients.

Participates in the in-service training programs provided by the agency to keep up-to-date with current trends in the field of Deaf and Hard of Hearing.

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

Knowledge of: the social and psychological implications of deafness; principles and techniques used in the evaluation of personal traits, skills, aptitudes, interests, and educational background; basic audiology, hearing aids, and other devices available for deaf and hard of hearing persons; community resources available to Deaf and Hard of Hearing persons.

Ability to: plan and organize rehabilitative programs; effectively evaluate the progress of clients in a rehabilitative program; establish a rapport with deaf and hard of hearing persons; coordinate and cooperate with other service providers; maintain client confidentiality.

Skill in: using the language of the deaf community; public relations and presentation techniques; various methods of communication.

**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 guideline for positions in this class is a Bachelor's degree in a behavioral science or related field. Relevant work experience in programs for Deaf and Hard of Hearing persons may substitute for college education on a year for year basis. Proficiency in communicating through the use of sign language.

**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).