

DESCRIPTION: Under limited supervision, leads assigned staff, on a continuous basis, in providing agency services to Deaf and Hard of Hearing clients. Incumbents perform a variety of duties in a casework setting and perform professional work in providing assistance to clients who are experiencing personal, social, educational, or vocational needs. Supervision is received from the agency director and other management personnel; 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.)

Receives or initiates work assignments; schedules, assigns, coordinates, and guides the work assignments of assigned agency staff in accordance with established work flow/assignment requirements, to assist supervisory staff in the timely accomplishment of the assigned workload.

Reviews and reports on the work performance of assigned agency staff to determine overall conformity to established timetables and quality standards, and to document and communicate employee production levels and training needs.

Trains assigned agency staff, as directed, in specific task and job practices and procedures to improve and maintain the performance levels of these employees.

Develops and maintains a client referral system and action plan to identify individuals who have personal, social, educational, or vocational needs and to assist clients' efficient access to resource services.

Coordinates the evaluation of and evaluates client needs, monitors the effectiveness of client rehabilitation programs, and recommends revisions to ensure adequate programming that meets client needs and to improve and enhance the performance level of the individual.

Functions as a resource contact person for existing service programs available to persons with a hearing impairment; provides input on the need for additional services.

Provides personal, social, educational, and vocational counseling/advising to individuals and to organizations.

Plans, conducts, and participates in awareness workshops, presentations, or programs to develop public awareness of the various needs experienced by persons who are Deaf and Hard of Hearing.

Assists other staff in the coordination and preparation of the agency newsletter and articles/information for other public information sources.

May participate in the evaluation of sign language interpreters to determine their level of proficiency as an interpreter for Deaf and hard of Hearing individuals.

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

Knowledge of: state and federal laws that impact deaf and hard of hearing people; local, regional, state, and federal government and service agencies and their function; interpreter issues; interpreter evaluation methods and procedures; public interest and newsworthy issues of interest to deaf and hard of hearing persons for presentation through multi-media formats.

Ability to: schedule, assign, guide, and evaluate the work of assigned staff members; manage people, resources, and time; organize and review the work of other staff members; develop clearly written outlines and procedures for others to follow; troubleshoot problems and breakdowns in procedures; evaluate the skills of interpreters.

Skill in: coordinating the work of others and maintaining an efficient work flow; communicating with deaf and hard of hearing persons using a variety of language levels; planning activities and organizing volunteers; coordinating workshops, training sessions, and special projects.

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 work experience that will enable the incumbent to possess the required knowledge, abilities, and skills. A general qualification guideline for positions in this class is a Bachelors degree in a behavioral science or related field plus work experience in programs for persons Deaf and Hard of Hearing. Experience in coordinating and overseeing the completion of work assignments of other staff is desirable. 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).