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Job Code	Title
C72711	DEAF AND HARD OF HEARING OUTREACH LIAISON I
C72712	DEAF AND HARD OF HEARING OUTREACH LIAISON II
C72713	DEAF AND HARD OF HEARING OUTREACH LIAISON III

DEAF AND HARD OF HEARING OUTREACH LIAISON SERIES

Job Family

DESCRIPTION OF OCCUPATIONAL WORK

In the Deaf and Hard of Hearing Outreach Liaison Series, positions are responsible for outreach, advocacy, education, and support services aimed at improving access, equity, and quality of life for individuals who are deaf, deafblind or hard of hearing. Positions in this series serve as liaisons between state or local agencies, service providers, and the Deaf, Deafblind and Hard of Hearing community to ensure that services and resources are accessible and responsive to community needs.

DEAF AND HARD OF HEARING OUTREACH LIAISON I

C72711

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

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, Deafblind, and Hard of Hearing clients. Incumbents perform a variety of duties, in a casework setting, to assist more experienced outreach liaisons. Supervision is received in regard to the scope and nature of work; performs related work as required.

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 outreach liaisons in the development and maintenance of a client referral system to assist clients' efficient access to resource services.

Provides assistance to other outreach liaisons 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 outreach liaisons with caseload work.

Provides assistance to other outreach liaisons in developing an inventory of rehabilitative services available to Deaf, Deafblind 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, Deafblind 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, deafblind, and hard of hearing persons; community resources available to Deaf, Deafblind and Hard of Hearing persons.

Skill in: using the language of the deaf community; public relations and presentation techniques; various methods of communication; assessment and analytical skills; client counseling; case management and planning; collaboration and teamwork; research and resource coordination; documentation and report writing; problem-solving and decision-making; adaptability and continuous learning; knowledge application in specialized populations; and attention to detail.

Ability to: assess and analyze client needs; plan and organize rehabilitative programs; effectively evaluate the progress of clients in a rehabilitative program; provide personal, social, and vocational counseling; establish a rapport with deaf, deafblind and hard of hearing persons; coordinate and cooperate with other service providers; maintain client confidentiality.

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

Bachelor's degree in a behavioral science or related field OR four years' of experience in a related field. Proficiency in communicating using sign language. Any equivalent combination of education and experience will be considered.

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DEAF AND HARD OF HEARING OUTREACH LIAISON II

C72712

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

Under general supervision, performs professional work in providing assistance to clients who are experiencing personal, social, educational, or vocational needs in an adjustment to a Deaf, Deafblind, and Hard of Hearing clients. Incumbents perform a variety of duties in a casework setting. Supervision is received from the agency director and/or other management personnel; performs related work as required.

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.)

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

Evaluate 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 individuals.

Functions as a resource contact person for existing service programs available to Deaf Deafblind, and Hard of Hearing persons; 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 Deaf, Deafblind, and Hard of Hearing persons.

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

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

Knowledge of: state and federal laws that impact deaf, deafblind, and hard of hearing persons; deaf community issues; the language of the deaf community; deaf education methods and issues; advocacy issues and the role of an outreach liaison; hearing aids and other devices available for deaf and hard of hearing persons.

Skill in: evaluating and determining the needs of deaf, deafblind, and hard of hearing persons; communicating with deaf, deafblind, and hard of hearing persons using a variety of language levels; public relations and presentation techniques; planning activities and organizing volunteers.

Ability to: understand and use the language of the deaf community; plan and organize rehabilitative programs; communicate with a variety of consumers using a variety of communication modes; effectively evaluate the progress of clients in a rehabilitative setting; promote services provided by the Nebraska Deaf and Hard of Hearing Commission to the public; conduct workshops and presentations; teach sign language classes.

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

Bachelor's degree in a behavioral science or related field and one year work experience in programs for Deaf, Deafblind, and Hard of Hearing persons OR five years' or experience in a related field. Proficiency in communicating using sign language. Any equivalent combination of education and experience will be considered.

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DEAF AND HARD OF HEARING OUTREACH LIAISON III

C72713

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

Under limited supervision, leads assigned staff, on a continuous basis, in providing agency services to Deaf, Deafblind, 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/or other management personnel; performs related work as required.

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 workflow/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 tasks 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 loss; 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, Deafblind, 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, Deafblind 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, deafblind, 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, deafblind, and hard of hearing persons for presentation through multi-media formats.

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

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.

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

Bachelor's degree in a behavioral science or related field and two years' work experience in programs for persons Deaf, Deafblind, and Hard of Hearing OR six years' of experience in a related field. Proficiency in communicating using sign language. Any equivalent combination of education and experience will be considered.

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SPECIAL NOTES APPLICABLE TO ALL LEVELS:

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).

Established: 03/80

Note: Classification-specification is subject to change. Please refer to the Nebraska State Personnel Job Specification website at <https://das.nebraska.gov/personnel/classcomp/jobspecs/jobspecs.html> to ensure this represents the most current copy of the description.

The following is a summary of changes made to this class specification.

Section	Change Description	Effective Date
Last revised on 12/2019	Moved to new format	07/2025
All Sections	Changed classification title, revised examples of work and KSA's	09/2025
Knowledge, Skills, and Abilities	Updated KSA's	02/2026