

Deaf and Hard of Hearing Service Center

Job Description

Position: Client Services Specialist

Reports To: Services Personnel Director

Classification: Full-Time, Non-Exempt

Office Location: Merced, California

Job Description

This job contributes to the success of Deaf and Hard of Hearing Service Center by serving Deaf and Hard of Hearing clients in the areas of communication access, case management, information and referral, advocacy, independent living skills instruction, and job placement and development.

The following is a list of major duties and responsibilities for this position. It is not all-inclusive, other duties and responsibilities may be added as needed and management may modify this job description when appropriate.

Tasks, Duties, and Responsibilities

Client Assistance

- Educates and advocates for Deaf and Hard of Hearing clients regarding communication access
- Prepares timely and accurate reports for grant-funded program activities and expenses when requested
- Assesses each client's needs and provides resources to both Deaf and hearing communities
- Provides information and referrals to public or private agencies or community organizations for additional services
- Advises clients regarding food stamps, childcare, food, money management, sanitation, or housekeeping
- Conducts home visits or attends group meetings to provide information on agency services, requirements, and procedures
- Provides advocacy for Deaf and Hard of Hearing clients needing assistance with obtaining the following: communication access, social services, medical services, housing, employment, etc.
- Assists clients with understanding and completing forms
- Attends medical and other relevant appointments as needed to assist client with understanding the doctor or community service provider
- Reports client services statistics on a monthly basis for California Department of Social Services (CDSS) quarterly reports
- Creates and maintains notes/files on all clients
- Provides intake for all new clients

Workshops

- Provides workshops that educate the Deaf and hearing communities about rights protected under various laws, reasonable accommodations, and the responsibility to meet Deaf and Hard of Hearing individuals' communication needs
- Provides Deaf Awareness presentations to local agencies, schools, and businesses, as well as about DHHSC's services, assistive technology, and other related information
- Provides workshops as requested at DHHSC for the Deaf and Hard of Hearing Community

Representing DHHSC

- Represents DHHSC at events, such as facilitating booths and networking

Other Responsibilities

- Hosts and/or participates in agency's events, including annual Valley Deaf Festival and Martha's Vineyard
- Attends Deaf Services Advisory Council (DSAC) meetings
- Attends training to improve services
- Other duties assigned by supervisors

Minimum Qualifications

- Case management or a related field (1-2 years preferred)
- Fluent in American Sign Language (ASL)
- Fluency in another language other than ASL and English, such as Lengua de Señas Mexicana (LSM) and/or spoken Spanish
- High school degree or GED
- A.A. or A.S. degree required and a B.A. or B.S. degree in Social Services preferred
- Experience in working with Deaf and hearing communities (1-2 years)
- Skilled in assessing clients' needs
- Skilled in providing clients with options and guiding them through the decision-making process
- Knowledge of principles and processes for providing customer and personal services
- Knowledge of the Americans with Disabilities Act (ADA) and other related laws
- Knowledge of agencies that can provide Deaf and Hard of Hearing clients with additional services and resources
- Knowledge of SSI and SSDI
- Knowledge of counseling techniques
- Ability to work cooperatively with a diverse constituency of clients and maintain confidentiality
- Ability to project a positive image of the job and the agency
- Must have a valid driver's license with a satisfactory driving record (no more than two moving violations within the last three years)
- Must have access to a motor vehicle and be willing to use on a regular basis according to the needs of the position and have car insurance

Physical Requirements:

The physical demands listed are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Modified "light duty" restrictions may be arranged as needed and when available for job-related injuries or illnesses.

While performing the duties of this job, the employee is regularly required to stand, walk, sit; use hands for operating computer and office equipment. The employee is occasionally required to reach with hands and arms, stoop and kneel.

The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific Vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. Must have visual acuity sufficient to read a computer screen and paper documents, as well as qualify to maintain a valid CA driver's license.

Deaf and Hard of Hearing Service Center is an at-will employer. This means that employment can be terminated at-will by the company or employee and such termination can be made without notice