

Deaf and Hard of Hearing Service Center

Job Description

Position: **Coordinator of Client Services**

Reports To: Operations Director

Classification: Full-Time, Non-Exempt

Office Location: Merced, California

Job Description

This job contributes to the success of the Deaf and Hard of Hearing Service Center by assisting Deaf and Hard of Hearing clients in the area of improving access and equality to all goods, programs, and services in the local community.

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

Clients

- Provide information and referral to the Deaf Community and the hearing public about deafness and related issues
- Provide independent living skill instruction, employment assistance, peer counseling, information and referral, advocacy, community education, and communication assistance

Workshops

- Educate the Deaf and Hard of Hearing Community about their rights and the resources available to meet their needs
- Provide presentations to local agencies and organizations, schools, hospitals, and others about deafness, DHHSC's services, technology and other related information
- Provide clients with assistance and or training on Assistive Listening Devices and other technological advances that foster independence

Networking

- Participate in networking, public relations, and community education activities with other social service agencies and individuals
- Work with other social service agencies and individuals to maximize resources and services for Deaf and Hard of Hearing individuals

Office work

- Monitor office compliance with contracts and ensure that all reports are submitted in a timely manner
- Assist in grant research as well as seeking donations as assigned by the Operations Director
- Maintain bookstore inventory, purchases, sales, returns, and petty cash
- Assist with daily and monthly accounting transactions as well as fundraising reports and event planning and overseeing revenues and expenses related to the office

Minimum Qualifications

- Experience in presenting information to large and small groups (1 year)
- Experience in working with deaf and hearing communities (1-2 years)
- High School Diploma
- Fluent in American Sign Language
- Skilled in assessing clients needs
- Skilled in providing options to clients and letting them decide
- Knowledge of principles and processes for providing customer and personal services
- Knowledge of the Americans with Disability Act
- Knowledge of agencies that can further help deaf clients
- Knowledge of SSI

- Knowledge of counseling tactics
- Ability to work cooperatively with a diverse constituency of clients and maintain confidentiality
- Willingness to attend events on weekends
- Must have a valid California Drivers License

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.

The 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