

Deaf and Hard of Hearing Service Center

Job Description

Position:	Client Services Specialist
Reports To:	Services Personnel Director
Classification:	TEMPORARY Part-Time (NTE 27.5 hours/week), Non-Exempt
Office Location:	Visalia, California

Job Description

This job contributes to the success of the Deaf and Hard of Hearing Service Center by serving Deaf and Hard of Hearing clients in the areas of communication access, case management, referral, advocacy, independent living skills, and job placement and development. Please note that this position is temporary, and there is no guarantee of future employment or change to full-time status.

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 Services

- Informs and assists Deaf and Hard of Hearing clients in obtaining communication access.
- Prepares timely and accurate reports for grant-funded program activities and expenses on demand by supervisors.
- Listens to and provides information and referrals to the Deaf and hearing communities.
- Provides information and refers individuals to public or private agencies or community services for assistance.
- Advises clients regarding food stamps, childcare, food, money management, sanitation, or housekeeping.
- Visits clients in homes or attends group meetings to provide information on agency services, requirements, and procedures.
- Provides advocacy for the Deaf and Hard of Hearing clients who seek help which includes, but is not limited to interpreting, translating, counseling, and finding clients places to live.
- Helps clients fill out and understand forms.
- Attends doctor's appointments so that the client may understand the doctor better.
- Reports client services statistics each quarter for the report to the California Department of Social Services.
- Creates and updates case files on all clients.
- Provides intake for all new clients.

Workshops

- Provides workshops that educate the Deaf and hearing communities about their rights and the resources available to meet their needs.
- Provides presentations to local agencies, schools, and businesses about deafness, DHHSC's services, assistive technology, and other related information.
- Provides workshops monthly at DHHSC for the Deaf community.

Representing DHHSC

- Represents DHHSC at events such as working booths and networking.

Other Responsibilities

- Other duties assigned by supervisors.

Minimum Qualifications

- Case Management or a related field (1-2 years preferred)
- Fluent in American Sign Language (**required**)
- High school degree or GED

- Bachelors in Social Services preferred
- Experience in working with deaf and hearing communities (1-2 years)
- 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
- Ability to project a positive image of the job and the agency
- Possession of 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, and sit; and 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 for 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

To apply: Send your resume, a completed DHHSC Job Application form (downloadable at http://www.dhhsc.org/?page_id=90), and three (3) letters of recommendation.

You may email all to hr@dhhsc.org, fax to 559-221-8224 ATTN Human Resources, or mail to DHHSC, ATTN: Human Resources, 5340 N. Fresno Street, Fresno CA 93710.