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**Position:** Client Services Specialist  
**Reports To:** Services Personnel Director  
**Classification:** Full-Time, Non-Exempt  
**Office Location:** Fresno/Visalia, California

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### **Job Description**

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

- Informs and assists Deaf and Hard of Hearing clients in communication access
- Prepares timely and accurate reports for grant funded program activities and expenses when requested
- Listens and provides information and referral 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 relating to obtaining the following: communication access, social services, medical services, a place to live, employment, and anything else the client may need advocacy for
- Helps clients fill out and understand forms
- Attends doctors' appointments as needed so that the client may understand the doctor
- Reports client services statistics each quarter for the Department of Social Services Report
- Creates and keeps records up to date 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 monthly workshops at DHHSC for the Deaf community

## **Representing DHHSC**

- Represents DHHSC at events such as working booths and networking

## **Other Responsibilities**

- Keeps in contact with all vendors at the Valley Deaf Festival and keeps records on all vendors
- Seeks 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 required
- AA/AS Degree or equivalent required, 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 and SSDI
- 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
- 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

## **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 computers 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. Must qualify to maintain a valid CA driver's license and have a personal motor vehicle.

*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.*