



Deaf and Hard of Hearing Access Specialist Assistant
Job Description

Job Title: Deaf and Hard of Hearing Access Specialist Assistant
Classification: Part-time/Hourly/Non-Exempt/Temporary
Supervisor: Access Specialist C.C.

Position: Open until filled
For more information call 361.993.1154 (V) or 361.288.7076 (VP)

Please submit Cover Letter, Resume, and (3) Professional References to Maria Madrigal at administration@deafhhcenter.org.

POSITION SUMMARY:

The primary purpose of the Deaf and Hard of Hearing Access Specialist Assistant is to promote equal access and equal opportunity for persons who are deaf or hard of hearing in Texas. The Access Specialist Assistant works with persons who are deaf and hard of hearing and entities in the areas of:

- a. Advocacy and teaching self-advocacy skills to clients, to ensure effective communication in settings such as education, employment, in the community, and at home;
- b. Consultation and training to clients and to entities on issues related to culturally-competent service provision. This information may also include federal and state mandates regarding communication access, in order for services to be accessible and readily available to persons who are deaf or hard of hearing by removing attitudinal and communication barriers;
- c. Referring clients and entities to other community resources. Only a contractor awarded an Access Specialist contract shall comply with this section.

Responsible for communicating with all deaf, hard of hearing, and hearing consumers, as well as guests and visitors using American Sign Language when necessary. Candidate should have a good understanding of, or the ability to learn, compliance requirements of the Americans with Disabilities Act and the Individuals with Disabilities Education Act for consumers, non-profit organizations, and business.



DUTIES AND RESPONSIBILITIES:

1. Ensure services are directly provided by a Deaf and hard of Hearing Access Specialist in compliance with ODHHS Contract Standards 1.12.2.
2. Serve persons who are deaf and persons who are hard of hearing.
3. Provide training and support in one-on-one and group settings to clients to teach self-advocacy skills to ensure effective communication, including strategies and steps to take to ensure effective communication, self-confidence and making requests appropriately, client responsibilities, etc.
4. Utilize outside speakers, rather than the contractor directly providing the training, when hosting a community resource training. A community resource training is specifically geared towards clients for the purpose of increasing knowledge and awareness of community resources that are available to the general public. The information presented shall correlate with self-advocacy skills. This type of training is limited to not more than one per quarter.
5. Act as a liaison between clients and entities, when requested and appropriate, to educate entities on their responsibilities to ensure equal access and equal opportunity.
6. Outreach to clients and family members to ensure appropriate referrals to resources, programs, and services and assist with access to culturally – appropriate services.
7. Provide training and support one-on-one in group settings to entities such as employers, schools, service providers, government agencies, businesses, and organizations to bring awareness of sensitivity, accessibility needs, culturally-appropriate services, etc. to the target population.
8. Develop partnerships with entities and offer consultation and referrals to other community resources including sign language interpreter and captioning services;
9. Follow up on service referrals to provide assistance as needed, to ensure effective communication.
10. Serve as a resource for information to the general public to raise awareness of the need for accessibility and culturally-competent services to the target population;
11. Assist ODHHS Last Resort Communication Services (LRCS) providers with advocacy efforts when requested by an LRCS provider.
12. Ensure compliance with ODHHS Contract Standards 1.12.4.
13. Have appropriate skills for computer use and reporting to both The Corpus Christi Area Council for the Deaf and HHSC Office for Deaf and Hard of Hearing Services.
14. Create/prepare PowerPoints.
15. Create brochures, cards, fliers, etc.
16. File and track paperwork and maintain and back up databases and reports.
17. Order promotional, demo, and office supplies.



18. Have skills to modify communication methods to clearly communicate with the target population. Have the ability to interview a consumer to determine service or independent living needs of the individual.
19. Be willing to work closely with the staff of agencies and businesses to serve mutual clients and locate and identify unserved or underserved clients.
20. Attend training as suggested by Corpus Christi Area Council for the Deaf, Health and Human Services Commission, or Deaf and Hard of Hearing Services.
21. Perform other duties as assigned and delegated.

QUALIFICATIONS:

1. Preferred: Associate of Applied Science degree or better in a human services area or related field and one year of experience serving people who are deaf or hard of hearing, or a high school diploma/General Education Development (GED) and four years of proven experience serving people who are deaf or hard of hearing.
2. Valid Texas Driver's License and proof of insurance.
3. Have reliable transportation for events/programs which require travel outside the home office.
4. Skills to communicate with people with hearing loss using different Ability to communicate effectively in a conversational mode utilizing various forms of manual communication including American Sign Language (ASL) and Signed English.
5. Knowledge of and ability to address the unique communication needs and issues of persons who are hard of hearing, late-deafened or deaf.
6. Knowledge about basic audiological concepts and how loss of hearing affects access to language and basic information as related to age of onset, severity, and type of loss.
7. Knowledge base of local and state resources and services available to persons who are deaf or hard of hearing.
8. Knowledge base of the Americans with Disabilities Act (ADA), Fair Housing Act, and Sections 501 and 504 of the Rehabilitation Act.
9. Knowledge or experience in interviewing techniques to determine the service or communication access and advocacy needs of individuals.
10. Public speaking ability and experience.
11. Within 60 calendar days of employment hold and maintain American Red Cross Cardiopulmonary Resuscitation (CPR) Automated External Defibrillator (AED) certification, for the purposes of gaining access into emergency shelters to provide services.



The Deaf and Hard of Hearing Center
Corpus Christi Area Council for the Deaf
5151 McArdle Road
Corpus Christi, Texas 78411-3911

BEHAVIORAL EXPECTATIONS:

1. Customer Service – Enthusiastically interacts with all customers. Assumes personal responsibility for meeting customer needs. Consistently demonstrates a commitment to customer satisfaction.
2. Interpersonal Skills – Is sensitive to the needs, ideas, and feelings of others. Develops and maintains rapport with others. Listens well. Facilitates a group process.
3. Adaptability/flexibility – Demonstrates the ability to change behaviors and plans to meet rapidly changing/competing job demands (new or unusual situations). Receives change in a positive manner. Revises plans to meet changing circumstances.
4. Communication – Clearly and effectively communicates ideas and requests to others. Persuades or influences others through spoken or written communication.
5. Initiative – Starts and completes tasks with minimum of prompting. Willing to make recommendations and assume additional responsibilities.
6. Team Player – Fully participates in maintaining a positive team environment that is conducive to customer satisfaction. Builds trust among co-workers, focusing on accomplishing DHHC and departmental mission and goals.
7. Organized and efficient – Organizes work and uses time efficiently. Takes the initiative to find additional work during slow or downtimes. Recommends innovative ways of doing work more efficiently and effectively.
8. Core Values – Practices DHHC core values.