



Job Announcement

Position: Client Services Specialist
Contact: Harvey Bradley, Services Personnel Director
Classification: Non-exempt, Full-Time Employee
Location: Monterey & San Benito Counties, California (In-person only, no remote)
Salary Range: \$35,000 - \$40,000

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, 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. The position also requires that the person be able to serve clients in Monterey and San Benito Counties, which may mean driving to different locations to provide services.

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 who seek assistance with communication access, social services, medical services, a place to live, employment, and anything else for which the client may need advocacy
- Assists clients with filling out and understanding forms as part of document translation

- Provides accompaniment to doctors' appointments as needed so the client can understand the doctor and ask questions; provides case management
- Reports client services statistics each quarter for the California Department of Social Services (CDSS) quarterly reports
- Creates and maintains records 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 and Hard of Hearing Community

Representing DHHSC

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

Other Responsibilities

- Assists with event planning, such as Walk Through Deaf History, Valley Deaf Festival, Holiday Luncheon/Parties, etc.
- Seeks training to improve services
- Other duties assigned by supervisors

Minimum Qualifications

- Case management or a related field (1-2 years preferred)
- Fluency in American Sign Language required
- AA/AS Degree or equivalent required, Bachelor's 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 guiding them through the decision-making process
- Knowledge of principles and processes for providing customer service
- Knowledge of the Americans with Disabilities Act
- Knowledge of agencies that can further assist Deaf, Hard of Hearing, DeafBlind, DeafPlus, and Late Deafened clients
- 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

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, and use hands for operating computers and office equipment. The employee is occasionally required to reach with hands and arms, as well as 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.

Please send your resume and completed application to Harvey Bradley at Harveyb@dhhsc.org or fax them to 559-225-0116.

The application can be found at <https://www.dhhsc.org/careers/>.

DHHSC is an Equal Opportunity Employer.

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.