



Job Announcement

Position: Communication Specialist
Contact: Harvey Bradley, Services Personnel Director
Classification: Non-exempt, Full-time employee
Location: Fresno, California
Salary Range: \$19.00-\$23.00 an hour

DHHSC Description

Deaf and Hard of Hearing Service Center (DHHSC) is a private, non-profit social services agency that serves individuals who are Deaf, Hard of Hearing, DeafBlind, and Late Deafened, their families, friends, and community service providers. Our mission is “To advocate, seek, equality, and promote self-determination through empowerment for those who seek our assistance; and to enhance the awareness and understanding of Deaf Culture and the unique communication needs of the Deaf and hard of Hearing individuals.”

Summary and Mission

A Communication Specialist contributes to the success of Deaf and Hard of Hearing Service Center by facilitating communication between Deaf and hearing individuals, thereby providing communication access to all parties involved.

Task, Duties, and Responsibilities

- Upon accepting an interpreting job request from our Interpreter Coordinator, the Communication Specialist provides on-site, off-site, phone, and videophone interpreting for Deaf, Hard of Hearing, DeafBlind, Late Deafened, and hearing individuals.
- Facilitates communication between hearing parents of Deaf and Hard of Hearing children with Client Services Specialists during Reaching Out and Communicating with our Kids (ROCK) sessions.
- May accompany Client Services Specialists to different family- or school-based meetings to assist with communication.
- Accompanies clients to various appointments to facilitate communication as needed.
- Proves document translation and telephone/videophone assistance to Deaf and Hard of Hearing clients.
- Provides advocacy services.
- Inputs client information and services into the database in a timely manner for California Department of Social Services quarterly reports.
- Completes accurate and thorough case notes in a timely manner
- Regularly completes paperwork to document interpreting work that was performed.
- Provides emergency interpreting services as needed for requesting parties.
- Submits invoices for interpreting services rendered, in compliance with contract.
- Must have consistent internet access to provide virtual interpreting services.
- Must complete annual required trainings required by interpreting contracts, such as Health Insurance Portability and Accountability Act, Fraud and Waste Abuse, Centene Business Ethics and Code of Conduct, and Special Needs and Cultural Competency.

Other Tasks:

- Participates in DHHSC's community and annual events, such as Valley Deaf Festival, A Walk Through Deaf History, Deaf Awareness Week, etc.
- Participates in monthly/bimonthly Staff Development Days
- Participates in weekly staff meetings
- Represent DHHSC at events, booths, and networking opportunities
- Other duties as assigned by the Services Personnel Director or Executive Director

Qualifications

Summary of Experience

- Fluency in American Sign Language (ASL) is required to work with Deaf and Hard of Hearing coworkers, clients, and members of the community
- Associate degree or higher in Deaf Education, Interpreting, Social Services or related field
- At least two years of interpreting experience preferred
- Certification through RID, NAD, NIC, EIPA, or other nationally recognized body preferred
- Completion of an Interpreter Training Program preferred

Language Required Knowledge, Skills, and Abilities

- Knowledge of Deaf culture
- Ability to interact with a diverse constituency
- Ability to interpret messages simultaneously or consecutively while maintaining message equivalency
- Ability to adhere to the Registry of Interpreters for the Deaf's (RID) Code of Professional Conduct
- Ability to identify and resolve conflicts related to the meanings of words, concepts, practices, or behaviors
- Ability to work comfortably with different visual and auditory languages
- Ability to work independently with minimal supervision
- Ability to maintain sensitive information in a confidential manner
- Ability to work in a professional environment
- Serve as a cultural broker between Deaf and hearing individuals
- Business license
- Valid California Driver's License
- Reliable car and auto insurance

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.

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.