



Job Announcement

Position: Executive Director
Contact: board@dhhsc.org
Classification: Exempt, Full-time employee
Location: Fresno, California
Salary Range: \$80,000-\$85,000

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, as well as 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

The Executive Director is responsible for the overall leadership, strategic direction, and operational management of Deaf and Hard of Hearing Service Center. This role ensures the organization fulfills its mission by overseeing programs, financial sustainability, community engagement, and compliance with applicable laws and regulations.

Task, Duties, and Responsibilities

- Provides visionary leadership and strategic direction to advance the agency’s mission and goals.
- Serves as the primary representative of the agency, fostering relationships with community partners, stakeholders, funders, and government agencies.
- Oversees the development and execution of programs and services that support the Deaf and Hard of Hearing Community.
- Ensures the financial health of the agency by developing and managing budgets, securing funding through grants and donations, and ensuring compliance with financial policies.
- Leads fundraising efforts, including participation in grant writing, donor relations, and special events.
- Supervises and supports the management team, fostering a collaborative and inclusive work environment.
- Ensures compliance with all applicable laws, regulations, and contractual obligations, including grant requirements and audits.
- Advocates for accessibility, language equity, and policy changes to benefit the Deaf and Hard of Hearing Community.
- Develops and implements policies and procedures that support organizational efficiency and effectiveness.
- Reports to the Board of Directors, providing updates on financials, program impact, and strategic initiatives.
- Leads crisis management and risk mitigation strategies to ensure operational stability.
- Provides guidance to the Services Personnel Director with developing department meetings and/or training sessions.
- Focuses on solving problems, scheduling conflicts, and/or complaints made by clients, interpreters, and staff to maintain a positive image of the agency.

- Collaborates with Project Director to draft and submit California Department of Social Services quarterly reports and End of Year reports in a timely manner.

Other Tasks:

- Participates in DHHSC's community and annual events, such as Valley Deaf Festival, Deaf History, Deaf Awareness Week, etc.
- Develops and implements plans for bi-monthly Staff Development Days, including recruiting presenters/trainers.
- Represents DHHSC at events and networking opportunities

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.
- Bachelor's degree or higher in Social Services or related field, plus experience working for a nonprofit organization serving the Deaf and Hard of Hearing, or similar. Master's degree is not required, but preferred.
- Minimum of 5 years of leadership experience in a nonprofit, social services, or related field.
- 7–10 years of progressively responsible experience, including executive or senior management roles, fundraising, and community advocacy preferred.
- Experience working with the Deaf and Hard of Hearing Community, with at least 3 years in a leadership or advocacy role preferred.

Language Required Knowledge, Skills, and Abilities

- Superb communication and videoconferencing skills
- Excellent customer service, applicable to interactions with the Deaf and Hard of Hearing Community we serve
- Skilled in creating a collaborative organizational culture and supporting professional office etiquette
- Ability to multitask and act on highest priorities
- Ability to work in groups as well as individually
- Ability to work under pressure, during emergency situations
- Knowledge of Deaf culture
- Basic skills in Microsoft Word, Excel, PowerPoint, and Google Mail/Outlook
- Ability to interact with a diverse constituency
- Ability to adapt to differences in common communication methods of the Deaf and Hard of Hearing Community
- Ability to work independently
- Ability to maintain sensitive information in a confidential manner
- Serve as a cultural broker between Deaf and hearing individuals
- Valid California Driver's License or obtain within 60 days.
- 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 temporary "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 a 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 or obtain a valid CA driver's license within 60 days.

Please send your resume and completed application and cover letter to DHHSC Board of Directors at board@dhhsc.org.

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.