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| DEAF ACTION CENTERJOB DESCRIPTION |

 TITLE: Deafness Resource Specialist Assistant (Full-Time)

 Location : Dallas/Fort Worth Metroplex

 Start Date: Open

 Resumes will be accepted until September 15, 2015. Please email resumes to hollie.abraham@dactexas.org

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BASIC FUNCTION:

Have knowledge and ability to address and alleviate systematic barriers towards persons who are deaf, hard of hearing, late deafened or oral deaf; Assist Deafness Resource Specialist

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RESPONSIBILITIES/TASKS:

1. Meet consumers one on one in the office for client intake and case assessment.
2. Work closely with the Deafness Resource Specialist (DeafnessRS).
3. Work closely with the Division of Rehabilitation Services (DRS) to understand DRS eligibility criteria and make appropriate referrals.
4. Complete daily statistics reports, client forms, and monthly reports in a timely manner.
5. Ensure services and outcomes are of expected quality through follow-up contacts with consumers and through consumers’ satisfaction surveys.
6. Assist and make initial contact via videophone/telephone, fax, e-mail, postal services, and/or personal office visit.
7. Other clerical duties such as faxing, email distribution, supply orders, etc...
8. Create and disseminate brochures, information packets, and other information.
9. Maintain compliance with all Deaf Action Center policies, core values, procedures and requirements.
10. Demonstrate a positive attitude and a willingness to develop and maintain strong working relations with co-workers and consumers.
11. Attend and participate in staff meetings, trainings/workshops, and conferences when needed.
12. Perform special assignments, projects, and other duties when needed.

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POSITION EXPERIENCE & ABILITIES:

1. College degree preferred; not required
2. Fluent in both American Sign Language (ASL) and written English.
3. Knowledge base of local, state and federal services available to those who are deaf and hard of hearing
4. Strong written and public presenting skills and experience in American Sign Language
5. Strong interpersonal skills and initiative
6. Excellent computer skills
7. Sensitivity to and respect of people who are deaf or hard of hearing
8. Requires ability to drive personal vehicle, with appropriate state license and insurance
9. Requires commitment to the highest ethical principles and values both professionally and personally

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POSITION CRITICAL SKILLS:

1. Self-management. Demonstrate self-control and an ability to manage time and priorities. Make sound decisions even under pressure.
2. Communication. Clearly express ideas, either verbally or in writing, to include but not limited to grammar, organization, and structure.
3. Willingness to Learn. Assimilate and apply new job-related information promptly.
4. Ethics & Integrity. Consistently earn the trust, respect, and confidence of co-workers and consumers through consistent honesty, forthrightness and professionalism in all interactions. Includes meeting commitments and promises.

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POSITION CRITICAL BEHAVIORS:

1. Critical Thinking. The ability to actively and skillfully conceptualize, apply, analyze, synthesize, and/or evaluate information as a guide to belief and action.
2. Self-Starter. Demonstrate initiative to take action to achieve goals beyond what is necessarily called for. Includes the ability to work in a less structured environment.
3. Customer Service Orientation. Make efforts to listen to and understand the customer (both internal and external), anticipate customer needs and give high priority to customer satisfaction.
4. Self-Confidence. Demonstrate initiative, confidence in oneself, resiliency and a willingness to take responsibility for personal actions.
5. Adaptability. Maintain effectiveness in varying environments, tasks and responsibilities, or with various types of people. Must be prepared to sign under various environmental conditions.

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| *NOTE: Deaf Action Center complies with all the employment provisions of the Americans with**Disabilities Act.* |

The purpose of Deaf Action Center’s job description is to describe the basic function, major responsibilities/tasks and essential functions of each job so that employees can better know what is expected of them. The descriptions also provide information useful for recruiting, training, and performance appraisal. This document does not create an employment contract, nor does it modify the at will employment status of all employees.

A job description is not meant to inhibit employee creativity or innovation. The description will be revised as job responsibilities change materially.

Deaf Action Center is an equal opportunity employer. We consider applicants without regard to race, national origin, color, religion, gender, disability, age, and marital or veteran status.