Approved FCC Job Description

Coordinator of Deaf & Hard of Hearing Services

| Salary Plan and Grade: 12 | Eligible for Overtime: No (Exempt) |

**General Description of the Job**

Coordinates the provision of interpreting services and other related support services for deaf and hard of hearing students, employees, and the general public; provides interpreting services for College. Functions as an interpreter to facilitate communication with the deaf and hard of hearing students, employees, and visitors on campus. Serves as substitute/back-up academic advisor for deaf and hard of hearing students on an as needed basis. This position reports to the Director of Services for Students with Disabilities.

**Essential Functions**

The following are the functions essential to performing this job.

1. Develops recruitment and retention strategies for interpreters.
2. Reviews and analyzes candidate information to qualify and assess candidates.
3. Hires, trains, supervises, evaluates, and assigns interpreters. Reviews and approves hourly time sheets in consultation with SSD Director.
4. Conducts student needs assessments to match students with appropriate interpreters; evaluates interpreting needs of employees to match employees with appropriate interpreters.
5. Collects initial information necessary to determine individual’s qualification for Americans with Disabilities Act (ADA) accommodations.
6. Participates with other SSD staff in planning ADA accommodations for students who are deaf or hard of hearing, and who also have other disabilities (e.g. deafness as well as psychiatric disability and/or medical disability), as is appropriate.
7. Develops, recommends, and assists in the implementation of accommodation plans for eligible students and employees, identifying appropriate, reasonable accommodations consistent with Section 504 of the Rehabilitation Act and the ADA and amendments.
8. Assists in the identification, development and implementation of services and resources necessary to support the learning of deaf and hard of hearing students and employees.
9. Develops, recommends, implements and administers an outcomes assessment program to evaluate the effectiveness of interpreting and related support services in the support of student learning.
10. Develops a comprehensive evaluation process to ensure high quality interpreting services are provided.
11. Serves as a resource to faculty and administrators regarding the learning needs of deaf and hard of hearing students.
12. Assists in the development and presentation of workshops and other in-service training for faculty and staff regarding the interpreting process, the needs of deaf and hard of hearing students and employees and other related disability and access issues.
13. Coordinates human resource related functions within the department including new hire paperwork, timesheets, HR documentation and notification of employee separations.
14. Maintains a file structure of students receiving interpreting services which mirrors that of all other students with disabilities.
15. Interprets a minimum of two classes per semester (based on scheduling needs and determined in accordance with SSD Director) and provides substitute interpreting services for regularly scheduled interpreters as needed.
16. Manages and coordinates processes to respond to last minute cancellation of interpreters as well as “no show” interpreters.
17. Provides interpreting for miscellaneous assignments such as advising appointments, student/faculty conferences, intake services, etc., including disputes related to the quality or proficiency of interpreting provided by a specific interpreter.
18. Mediates and resolves disputes between students and interpreters as required, as well as disputes between interpreters and instructors, as required.
19. Serves as the College expert on the technological needs of the deaf and hard of hearing students. Makes recommendations regarding the purchase, update and maintenance of technology related to assisting deaf and hard of hearing student communication.
20. Manages database tracking of deaf and hard of hearing students using Access, PeopleSoft, etc.
21. Develops and recommends protocol describing the order in which interpreting services will be solicited, provided, cancelled, terminated, substituted, etc.
22. Manages department budget and maintains clear and complete budgetary records in consultation with SSD Director. All accommodation related expenses should be identifiable from the original service request through the execution of services.

Approved 10/22/2014
23. Provides substitute or back-up academic advising to deaf and hard of hearing students (only) as needed.

**Other Functions**
Individuals in this job may be assigned one or more of the following tasks on a rotating or as-needed basis.
1. Serves as liaison with other College offices, community agencies and organizations.
2. Develops and provides training activities for faculty and staff.
3. Serves on faculty and administrative committee as required.
4. Provides limited evening and Saturday coverage as requested.
5. Performs other duties as assigned.

**Required Knowledge, Skills, and Abilities**
The individual in this job must possess these skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.
1. Demonstration of interpreting skills proficient for interpreting at the post-secondary level.
2. Ability to work effectively with people with multiple disabilities.
3. Working knowledge of and demonstrated adherence to the RID Code of Ethics and how these codes relate to services for deaf and hard of hearing individuals.
4. Ability to determine the required support services for deaf and hard of hearing individuals.
5. Ability to demonstrate organizational skills, problem solving abilities, and exercise professional judgment.
6. Ability to work in a setting involving highly confidential information.
7. Ability to demonstrate effective oral and written communication skills.
8. Ability to work a variety of hours including some evenings and weekends.
9. Ability to demonstrate mastery of Microsoft Office.
10. Ability to use varying styles, approaches, skills and techniques that reflect an understanding and acceptance of the role of culture in a diverse, multi-cultural workplace.

**Qualification Standards**
1. Education: Bachelor’s Degree in Interpreting, Deaf Studies, Deaf Education, Education, Special Education or related field [required].
2. Successful experience: (1) Five years interpreting experience required; prefer educational interpreting experience, as well as experience at post-secondary level. (2) Registry of Interpreters for the Deaf (RID) National Interpreter Certification (NIC); Certificate of Interpretation (CI); Certificate of Transliteration (CT); or CSC certification or National Association of the Deaf (NAD) Level 4 or 5 certification required. Dual RID Certificate in Interpretation (CI) and Certificate in Transliteration (CT) or NIC certification preferred. If NAD certified, must provide evidence of NAD Certified Membership in RID. EIPA Certified candidates will be considered if their score is 4.0 or above.
3. Experience in coordinating provision of interpreting services preferred; management or supervisory experience required.
4. Proficiency in providing interpreting services at a level commensurate with the interpreting needs of individuals at a post-secondary level.
5. Demonstrated ability in management of interpreting services including evaluating interpreter performance and qualifications.

**Performance Standards**
The criteria for evaluation in this position include, but are not limited to, the following:
1. Participation in RID Certificate Maintenance Program (CMP) and Ethical Practices System (EPS).
2. Must maintain status as a Certified Interpreter.
3. Annual performance evaluation by Director of Services for Students with Disabilities.
4. Prompt submission of reports related to the provision of services for students who are deaf and hard of hearing.
5. Must maintain accurate and complete files of all deaf and hard of hearing students receiving accommodations.
6. Must maintain clear and complete budgetary records. All accommodations related expenses should be identifiable from the original service request through the execution of services.

*Note: The College reserves the right to change or reassign job duties, or combine positions at any time.*