

COORDINATOR, DEAF AND HARD OF HEARING

DEFINITION

Under general supervision, coordinates, and oversees scheduling of interpreting and captioning services for deaf and hard of hearing students for all classes, field trips, and campus events; evaluates program effectiveness and makes recommendations for operational, policy, and procedural improvements; fosters cooperative relationships with students, staff, hourly staff, and faculty.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Deaf and Hard of Hearing Services. Exercises technical and functional direction over and provides training to assigned staff.

CLASS CHARACTERISTICS

This is a coordinator classification responsible for planning, organizing, and coordinating services and/or operational function in providing services. Incumbents at this level are required to be fully trained in all procedures related to assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Director. Successful performance of the work requires the knowledge of program/services and student population along with extensive student, faculty, and staff contact. This class is distinguished from other Program Coordinator classifications in that this position provides support specifically to deaf and hard of hearing students and requires fluency in American Sign Language (ASL) as well as knowledge of cultural aspects and norms of the deaf community.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Oversees day-to-day activities within the Center for Deaf and Hard of Hearing Services (DHH), including scheduling student workers for staffing of front desk, supervision of student workers, addressing student behavior issues when needed, ordering and upkeep of equipment and supplies, and processing work orders on building maintenance and cleanliness as needed. Fluency in ASL is required to communicate with students and student workers.
2. Plans, organizes, and coordinates services including the scheduling of interpreters and captioners to meet the accommodation requests of deaf and hard of hearing students. Requests include classes, extracurricular assignments, and campus events.
3. Provides training, utilizes, and maintains schedules using an external online scheduling system. Fields, prioritizes, and processes all schedule change notifications in English and American Sign Language via one-on-one meetings, emails, videos, and text messages.

4. Maintains records of interpreter, captioner, and student worker hours, pay, experience, and absences. Processes and verifies accuracy of all timesheets, travel forms, and miscellaneous paperwork for hourly interpreters/captioners/student workers.
5. Acts as a consultant to other departments on the hiring and scheduling of interpreters.
6. Maintains and updates various databases, filing, tracking, and record-keeping systems for DHH services, programs, and projects.
7. Distributes, collects, and compiles feedback on interpreters and captioners and provides summaries of feedback to interpreters and captioners. Forwards any problem feedback to the Director.
8. Communicates with DHH counselors regarding student schedules and accommodations.
9. Processes hire documents, schedules interviews, and provides orientation of newly hired hourly interpreters and captioners and conducts rehire of all hourly interpreters, captioners, and student workers.
10. Arranges and helps conduct regular staff meetings, trainings, and workshops for hourly interpreters, captioners, and student workers.
11. Schedules, maintains, and inventories Assistive Listening Devices.
12. Orders supplies, materials, and equipment for the Center of Deaf and Hard of Hearing Services.
13. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
14. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
15. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
16. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
17. Prepares and delivers oral presentations related to assigned areas as required.
18. Performs other related or lower classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. American Sign Language.
3. Sensitivity to and understanding of deaf culture.
4. Interpreter Code of Professional Conduct and the Code of Professional Ethics of real time captioners.
5. Legal requirement to provide mandated accommodations in a post-secondary setting, including the ADA, Civil Rights Act, Rehabilitation Act, College Administrative Procedures.

6. Modern office practices, methods, and computer equipment and applications, including word processing, PowerPoint, and Excel spreadsheet and database applications as well as use of scheduling software.
7. Record keeping principles and procedures.
8. Smart phone usage including texting and photo and video capabilities in relation to assistive technology.
9. English usage, spelling, vocabulary, grammar, and punctuation.
10. Applicable federal, state, and local laws, rules, regulations, and College and departmental codes, policies, and procedures.
11. Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Fluently communicate both receptively and expressively in American Sign Language.
5. Communicate clearly and remain focused while managing constant text messages, emails, telephone/video phone calls, and face-to-face communications from students, interpreters, captioners, trainees, faculty, staff, and others.
6. Keep clear records of all schedule changes and attendance for timesheet purposes, budget projections, and miscellaneous reports.
7. Compose and prepare correspondence, flyers, and other written materials independently.
8. Perform complex and detailed calculations when processing a multitude of timesheets.
9. Remain flexible and highly organized in the face of a constantly fluctuating schedule and constantly changing priorities.
10. Ability to drive tram.
11. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
12. Operate modern office equipment including computer equipment and specialized software applications programs.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Understand scope of authority in making independent decisions.
15. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to an Associate's degree from a regionally accredited college; and
2. Two (2) years of experience in providing program support at an institute of higher education.
3. Fluency in American Sign Language.

Desirable Qualifications:

1. Completion of an accredited interpreter training program.
2. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
3. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment including a computer; vision to read printed materials, computer screen and to see communications in American Sign Language. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, calculator, to operate standard office equipment and to text on DHH smartphone. Must be capable of reaching other campus destinations and of making frequent trips to the DHH center front desk. Must have fine hand/finger dexterity to communicate in American Sign Language. Incumbents in this classification must bend, stoop, kneel, reach, push, and pull to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in a busy office and student area with excessive noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may occasionally work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes and allergens. Incumbents may interact with upset students, staff, and/or public while interpreting and enforcing policies and procedures.

Amended: 6/2023