



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

Position Title: DEAF AND HARD OF HEARING SPECIALIST

Supervised by: Director of Clinical Services

Department: Clinical Services

Under the direction of the Director of Clinical Services, the Deaf and Hard of Hearing Specialist develops and facilitates services and supports that meet the needs and interests of the persons served by the Center who are deaf and hard of hearing. Position provides on-going short and long-term resource needs assessments for deaf and hard of hearing resources. Participates in activities within Center's catchment area to support Lanterman and the provider community in creating integrated opportunities for the people who are deaf or hard of hearing. This position supports the Public Relations for catchment area; promoting RCRC services via social media platform and outreach events.

Specific Types of Job Duties:

Deaf and Hard of Hearing

- 1) Serve as contact person for service coordination and service providers for matters concerning services for individuals who are deaf and hard of hearing.
- 2) Serve as liaison and communication link between regional center and community agencies that specialize in services for the deaf and hard of hearing.
- 3) Serve as liaison to the Department of Developmental Services (DDS) for issues regarding deaf and hard of hearing services.
- 4) Assess the communities unmet needs and act as the point person for specialized resource development.
- 5) In collaboration with the Community Service Department, engage in resource development for regional center's catchment area (Del Norte, Humboldt, Lake and Mendocino counties) which includes participating in the Request for Proposal (RFP) process.
- 6) In collaboration with the Community Service Department, maintain involvement with innovative resource development approaches; seek out community partners, opportunities and potential resources; share this information with staff, families, service providers and others.
- 7) In collaboration with the Community Service Department, provide program evaluation, and technical assistance to staff, vendors, clients, and the community on resources, regulations, and unmet needs for services for deaf and hard-of-hearing individuals with developmental disabilities.
- 8) In collaboration with the Community Service Department, ensure services provided are in compliance with Title XVII, California Code of Regulations, the Lanterman Act, regional center standards and best practices for community programs for people with developmental disabilities.



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- 9) In collaboration with the Community Service Department, , provide consultation to service providers wanting to revise/update the current program design as it relates to services for deaf and hard of hearing.
- 10) In collaboration with the Community Service Department, participate in all steps of the vendorization process as outlined in California Code of Regulations Title XVII.
- 11) Evaluate and ensure quality and effectiveness of deaf and hard of hearing related services including compliance with community standards, applicable regulations and reporting requirements.
- 12) Organize and hold trainings for regional center and service provider staff regarding best practice.
- 13) Provide up to date information and consultation to staff, clients and families and service providers regarding best practice and resource availability.
- 14) Ensure the integrity of the regional center's data pertaining to individuals who are deaf and hard of hearing.
- 15) Develop and maintain customized database to track clients meeting the DDS criteria.
- 16) Provide data as assigned for performance contract, applicable DDS initiatives and other reporting requirements.
- 17) Oversee that communication assessment are performed for individuals and incorporated into the IPP.
- 18) Actively participate in the Association of Regional Center Agencies (ARCA) or DDS committees as assigned.
- 19) Other duties as assigned.

Public Relations

- 1) Promote RCRC services via social media platform and outreach events.
- 2) Respond to requests for information from the media.

Minimum Employment Standards:

Educational and Experiential Requirements: Applicants must have:

- 1) A bachelor's degree from any accredited college or university in social welfare, psychology, public health, special education, or other related field, and two years of paid relevant experience with supporting people who are deaf or hard of hearing. Regional center experience as a Service Coordinator or similar case-carrying position serving persons with developmental and intellectual disabilities is preferred.
- 2) American Sign Language is required

Other Requirements:

- 1) Computer literacy with Microsoft/Windows environment.



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- 2) Reliable form of transportation, possession of a valid driver's license and minimum vehicle insurance as prescribed by law, or the ability for independent transportation.
- 3) Must be available to work weekends and evenings, when necessary.

Knowledge and Abilities:

To perform effectively in this position, the incumbent must demonstrate a strong understanding of the deaf community and Deaf Culture as well as knowledge of current values and practices in the field of developmental disabilities; possess the ability to identify and analyze situations accurately and take prompt and effective action; establish and maintain collaborative working relationships with staff, regional center clients, families, service providers, and the public, possess the ability to mentor and work cooperatively with service providers and regional center staff and lead and motivate others; demonstrate ability that person is a self-starter with a positive attitude, willing to adapt as projects and related work evolve; ability to listen to people and to be empathetic; ability to multi-task and keep workload organized and up to date; possess the ability to communicate effectively, both orally and in writing; preparation of clear, accurate and concise reports, including the analysis and interpretation of statistical data and recommendations, possess strong organizational and conflict resolution skills; possess the ability to make oral presentations, organize and prepare written materials, collaborate with team of professionals, as well as work effectively in a fast-paced environment and manage multiple projects. Strong computer skills; included but not limited to, MS Word, Outlook, Excel, and PowerPoint.

Other Requirements:

This position requires extensive sitting in office settings, for meetings and travel (up to 50% of the time). Frequent walking, standing, and occasional lifting of up to 30 lbs. with occasional bending, stooping, reaching and stretching to complete work duties is required. Adequate manual dexterity and coordination for operation of an automobile, computer and other standard office equipment is required for this position. Hearing and vision corrected to normal range. Any of the above with reasonable accommodation.

This position requires the ability to work under pressure of deadlines and a fast-paced environment and to cope with complex and often stressful situations.

Supervision:

This position is supervised by the Director of Clinical Services

See Attached List of Core Competencies



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DEAF AND HARD OF HEARING SPECIALIST Core Competencies and Responsibilities

1. Knowledge of Developmental Disabilities and Deaf and Hard of Hearing Specialist Responsibilities

- Interacts professionally with clients, families, allied agencies, and service providers.
- Demonstrates a strong understanding of developmental disabilities and the social, emotional, physical, and psychological impact of such on the individual and their family throughout the lifespan.
- Demonstrates cultural knowledge of deaf and hard of hearing populations that will be served in order to address disparities that may exist for individuals with disabilities in the Redwood Coast Regional Center catchment area.
- Demonstrates a solid working knowledge of job-relevant portions of Title 17 (CCR), Lanterman Act (legislation) and Title 22 (CCR).
- Employs person centered thinking principles including, but not limited to, focusing on the individual's strengths and capacities, shared responsibilities, and supporting the individual in making decisions based on their individual needs, preferred life style, culture, hopes and dreams. Demonstrates good resource development skills; including needs assessment, design of resource, development of resource, implementation of new service, and formative evaluation of service.

2. Teamwork

- Promotes and demonstrates RCRC's Mission and Vision.
- Represents the Redwood Coast Regional Center in a professional and positive manner.
- Ability to function autonomously when needed within parameters of job, utilize prudent, professional judgment, and seek assistance when needed by consulting with supervisor or other management and/or clinical department staff.
- Maintains working relationship with one's supervisor through regular consultation sessions and by keeping them apprised of any client and/or family situation for which there is elevated concern.
- Promotes cooperation with other work units, Agency departments, and allied agencies.
- Demonstrates the ability to initiate, and engage in, effective working relationships with members of other agencies and departments in order to promote successful outcomes for the clients served by Redwood Coast Regional Center.

3. Adaptability/Dependability

- Ability to maintain professional boundaries and demeanor even under pressure and during difficult situations.
- Demonstrates openness to new organizational structures, procedures, and technology.



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- Independently prioritizes work responsibilities to meet client and Agency needs, along with expected outcomes and deadlines.
- Takes personal responsibility for one's own job performance and demonstrates a commitment to professional growth and development through ongoing participation in training and literature review.

4. Communication Skills

- Communicates clearly and accurately both verbally and in writing.
- Demonstrates good knowledge of alternative, age appropriate and person centered communication strategies when interacting with individuals with developmental disabilities, whether communication in person, on the phone, or via written communication.
- Ability to effectively communicate with a variety of people (e.g., families, clients, community professionals) in a jargon free and culturally sensitive manner.
- Exhibits active listening skills when receiving input on other's ideas and/or concerns.
- Clearly communicates information to team members, providers and others in regard to actions necessary to provide best service to clients and meet Agency, state and federal mandates and/or policies/procedures.
- Provides timely updates and the sharing of information and decisions to client's team members in a manner that empowers the team members with knowledge, positive outcomes, and clarity on any required actions by the team member(s).

5. Judgment

- Demonstrates the ability to make sound decisions and develop action plans that are consistent with best practice for clients, person centered principles, and the Agency's mission and vision.
- Engages in difficult situations in a calm and positive outcome-focused manner.
- Demonstrates professional ethics in all aspects of work including, but not limited to, confidentiality, honesty, respectful demeanor, and accountability for one's actions.
- Demonstrates the ability to identify when additional information is needed to clarify a situation or to make a decision and seeks to obtain clarity from the appropriate person or entity.

6. Proactive

- Anticipates possible problems and develops contingency plans in advance.
- Identifying what needs to be done and takes action before being asked or before the situation requires it.
- Quickly identifies the central or underlying issues in a complex situation.
- Approaches challenging tasks with a "can-do" attitude.

7. Computer/Technical Skills

- Responds to phone calls and emails in a professional and timely manner, generally within 48 hours.
- Keeps scheduled appointments and due dates.



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- Displays proficiency using standard office equipment such as a computer, fax, photocopier, scanner, et cetera.
- Demonstrates a solid working knowledge of the computer programs and information systems required for the completion of one's work responsibilities including, but not limited to SANDIS, Laserfiche, ADP, Microsoft Outlook, and Microsoft Word.