

DIRECTOR, DEAF AND HARD OF HEARING SERVICES

DEFINITION

Under administrative direction, plans, organizes, manages, and provides direction and oversight for all functions and activities of the Deaf and Hard of Hearing Services (DHHS) Program. Additionally, provides leadership for the DHH Cultural Center; oversight of sign language interpreting and Computer Assisted Real-Time Translation (CART) services; manages the effective use of College and program resources to improve organizational productivity and customer service; provides highly complex and responsible support in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

Receives Administrative direction from the assigned managerial personnel. Exercises direct and general supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This position is within the classified administrator classification and oversees, directs, and participates in all activities of the DHHS Program. This job classification level provides assistance in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of the Deaf and hard of hearing community culture and language, education policy, and activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering College goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, priorities, and work standards for the program; establishes, within College policy, appropriate budget, service, and staffing levels; recommends and administers policies and procedures.
2. Assumes full management responsibility for all DHHS programs, services, and activities, including assessing communication needs and service provision for Deaf and hard of hearing students; coordinates and reviews the work of staff performing difficult and complex professional, technical, and administrative support.
3. Determines compatibility of service providers with student needs and class requirements and assists staff with assignments, as needed; makes necessary adjustments to assignments throughout the semester, as needed; oversees and assists with the planning of interpreter and captioner schedules.

4. Manages and participates in the development and administration of the department's budget, including additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures and adjustments as necessary.
5. Contributes to the overall quality of the department's services by developing, reviewing, and implementing policies and procedures to meet legal requirements and College needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement.
6. Selects, trains, motivates, and directs assigned department personnel; evaluates and reviews work for acceptability and conformance with departmental standards, including program and project priorities and performance evaluations; works with employees on performance issues.
7. Implements discipline and termination procedures; responds to staff questions and concerns.
8. Observes interpreters, captioners, and interns in the classroom to provide feedback and guidance on skills development needs; facilitates interpreter skills development workshops; performs skills evaluations for interpreters within the College's formal evaluation system.
9. Plans, develops, organizes, and oversees the interpreter internship program; selects interns for the program; facilitates mentoring and coaching throughout the semester; collaborates with Lead Interpreters in providing guidance to interns; evaluates interns at the end of the program to determine whether they can be used as regular interpreters for College purposes.
10. Develops student contracts for services; ensures student compliance with terms and conditions; presents students with warnings and/or suspends services if warranted.
11. Coordinates services with other College programs, departments, and divisions and with outside agencies; effectively represents the College and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
12. Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to assigned programs, policies, and procedures, as appropriate.
13. Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action; responds to students' and parents' issues and concerns regarding the provision of DHH services.
14. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
15. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
17. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.

18. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
19. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
20. Performs other related duties as assigned within the scope of the position.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Deaf culture, including values and language, as well as general issues in the profession and community.
3. Language acquisition process for Deaf and hard of hearing individuals including the challenges pertaining to educating individuals with language deprivation.
4. Administrative principles and practices, including goal setting, program development, implementation and evaluation, and project management.
5. Principles and practices of public agency budget development and administration and sound financial management policies and procedures.
6. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
7. The professional responsibilities of American Sign Language (ASL) interpreting and issues and trends within the ASL interpreting profession.
8. Current trends, developments, and resources in the field of interpreting and CART services; teaching ASL and a wide variety of communication and interpreting techniques.
9. Resources available to sign language interpreters and captioners in order to improve knowledge.
10. Community organizations that support and advocate for Deaf and hard of hearing individuals at the state and national level.
11. Working knowledge of the Americans with Disabilities Act (ADA) and guidelines for Title 5 Disabled Students Programs and Services (DSPS) Regulations.
12. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
13. Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned department.
14. Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
15. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
16. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

17. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socioeconomic levels and ethnic groups.

Skills & Abilities to:

1. Implement, 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. Oversee and address gaps in diverse, equitable, inclusive, socially just, anti-racist, and accessible recruitment and retention of faculty, management, and staff.
3. Exercise critical thinking and decision-making through observing, analyzing, inferring, communicating, and sound problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
5. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
6. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
7. Establish and maintain a variety of filing, record-keeping, and tracking systems.
8. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
9. 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.
10. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
11. Communicate effectively through various modalities.
12. Learns and applies emerging technologies as necessary, to perform duties in an efficient, organized, and timely manner.
13. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understands scope of authority in making independent decisions.
14. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to a bachelor's degree from a regionally or nationally accredited college or university; and
2. Three (3) full-time equivalent years of progressive coordination and/or leadership experience gained through overseeing and guiding others in various settings to achieve organization objectives for a program that serves the Deaf and hard of hearing community.
3. Must be fluent in ASL.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 4/2020; 4/2022; 8/2023; 2/2026