



## DEAF AND HARD OF HEARING SERVICES SUPERVISOR

**SALARY GRADE:** [C4-59](#)

### DEFINITION:

Under the direction of an assigned supervisor, provide direction and guidance to the day-to-day operations, problem solving, and decision-making regarding the Deaf Services Program, a service component within Disability Support Services, at De Anza College. Implement program guidelines; provide for program reporting and accountability; hire, train, evaluate, and provide work direction to assigned staff.

### EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Provide overall direction, supervision, and guidance in the day-to-day operations, problem solving, and decision-making regarding the Deaf Services Program; implement program policies and directives according to District, state, and federal guidelines; serve as a liaison between students, program staff, other Disabled Student Services staff, faculty, and the general campus community; provide information, program requirements, and other pertinent information.
2. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
3. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
4. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
5. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
6. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
7. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes on State regulations.
8. Keep current with issues and laws that affect Deaf and hard of hearing students.
9. Interpret for classes requiring advanced interpreting skills and campus-wide special events.
10. Plan, prioritize, and schedule interpreting assignments, requiring coordination for both campuses.
11. Evaluate assigned staff's technical skills; perform in-class evaluations of interpreters and captioners to establish ability level, growth, advancement, and areas for improvement; provide orientations and in-service trainings for interpreting, captioning staff, and students.
12. Provide and coordinate interpreters and captioners for class, meetings, tutoring, evaluations, EDC testing, and campus performances and events.

13. Provide support, resources, and technical assistance to faculty and to other Campus instructional and technology areas on access requirements for the Deaf and hard of hearing.
14. Research, design, and implement technical and personnel requirements for a college-wide Captioning Plan to meet ADA requirements and the State Chancellor's Accessibility Guides for the Deaf and hard of hearing.
15. Coordinate live, in-class, post-production, and transcript captioning each quarter by analyzing needs and determining resource allocation; schedule personnel; monitor appropriate budgets; and in collaboration with the Broadcast Media Center and Distance Learning, schedule live and post-production captioning.
16. In collaboration with Instructional Divisions and other campus departments, inventory pre-produced videotapes, prioritize captioning; obtain required permissions and releases from copyright holders; schedule and produce captioned videotapes to replace existing copies; create develop, and maintain a college-wide database of all captioned materials.
17. Establish and monitor program budgets and expenditures; propose budget changes and participate in budget planning and projections.
18. Represent the Deaf Services program at meetings; establish appropriate linkages with special populations and community groups served; promote the Deaf Services program through participation in advocacy groups, associations, and other local, regional, and/or national organizations; represent the Deaf Services program and the college at conferences, seminars, and workshops.
19. Research, evaluate, and recommend equipment needed to assist the Deaf Services program, students, and captioners; remain current on emerging technologies.
20. Coordinate the provision of assistive technology and specialized equipment (i.e. audio enhancers, closed-captioning equipment, TTY phones, etc.) to Deaf and hard of hearing students.
21. Research, analyze, prepare, and maintain a variety of reports as necessary; provide regular reports to administrators, the college, State, and Federal agencies; perform complex analysis and reporting having college-wide or district-wide impact; participate in program reviews; assure program compliance with state and federal guidelines.
22. Operate a computer and a variety of equipment including videotape recorders, audio enhancers, closed-captioning equipment, and TTY phones.
23. Perform other related duties as assigned.

#### **EMPLOYMENT STANDARDS:**

##### **Knowledge of:**

1. ASL and other manual forms of Deaf communication: CASE, PSE, SEE, oral, and blind/deaf interpreting.
2. RID Code of Ethics and its application in the post-secondary educational setting.
3. Electronic equipment important to Deaf and hard of hearing communication.
4. Applicable State and Federal legislation and regulations to community served, including, but not limited to the ADA, FCC, and copyright laws and regulations.
5. Deaf Culture.
6. Budget preparation and control.
7. Interpersonal skills using tact, patience, and courtesy.
8. Oral and written communication skills.
9. Policies, objectives, and goals of assigned program.
10. Principles and practices of supervision and training.
11. Program and workshop development and presentation.
12. Operation of a computer and assigned software.
13. Record-keeping techniques.

**Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Communicate effectively in English and ASL.
3. Assess and adapt to student needs.
4. Perform research for special projects as needed with complete follow-through.
5. Implement program policies and guidelines.
6. Provide program reporting and accountability.
7. Interpret, apply, and explain rules, regulations, policies, and procedures.
8. Establish and maintain cooperative and effective working relationships with others.
9. Analyze situations accurately and adopt an effective course of action.
10. Meet schedules and time lines.
11. Work independently with little direction.
12. Plan and organize work.
13. Prepare and maintain assigned records, budgets, and reports.

**Education and Experience**

Any combination equivalent to:

1. Bachelor's degree in a related field.
2. Five (5) years experience working with Deaf and hard of hearing in a coordinating capacity.

**LICENSE AND CERIFICATIONS:**

1. Certificate of Interpreting, or Certificate of Transliterating (CI/CT).

**WORKING CONDITIONS:****Environment:**

1. Office environment.
2. Constant interruptions.

**Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

Date Approved: March 22, 2004; Revised: October 2012; May 2013  
EEO Code: H-30