

DESERT COMMUNITY COLLEGE DISTRICT

COMMUNICATION ACCESS SPECIALIST

BASIC FUNCTION

Under the direction of the Director, Disabled Student Program Services or assigned supervisor, plans, organizes and oversees daily activities in the delivery of interpreting and real-time captioning services for Deaf and Hard-of-Hearing (DHH) students, faculty and staff in college-related environments. Assists DHH students, faculty and staff in obtaining needed District services. Provides advice to staff and faculty on use of interpreting services and methods for providing a supportive environment for DHH students. Performs administrative tasks applicable to assigned area of responsibility. Provides interpreting services and real time captioning (RTC) as needed.

DISTINGUISHING CHARACTERISTICS

The Communication Access Specialist schedules and provides approved accommodations for DHH students, faculty and staff.

REPRESENTATIVE DUTIES

Essential Duties:

1. Develops and updates on a weekly basis a semester-length interpreter master schedule based on anticipated student needs and other college-related activities.
2. Provides backup, as needed, for expressive and receptive interpretation and transliteration in American Sign Language, PSE, CASE or oral interpreting system for Deaf and Hard-of-Hearing (DHH) students, faculty and staff in classrooms and a variety of other settings.
3. Provides RTC (real time captioning) or Speech to Text Services (STS) services for Deaf and Hard-of-Hearing (DHH) students, faculty and staff in classrooms and a variety of other settings.
4. Oversees, prepares and maintains interpreter and captioner schedules; schedules interpreters and captioners to classes, labs, tutoring sessions, counseling appointments, student athletic-related and student academic-related events, department meetings, board meetings and other events as needed.
5. Provides professional development and opportunities to facilitate skill development for interpreters and captioners; conducts related workshops and in-services; prepares and delivers oral presentations.
6. Interprets, explains, and implements rules, regulations, laws, policies, and procedures related to students with disabilities.
7. Enters, retrieves, compiles, and organizes student data and prepare various reports related to program activities; establishes and maintains confidential records and files. Assists with recruiting and hiring temporary contract interpreters and captioners; makes recommendations to appropriate supervisor.
8. Assesses interpreter and captioner skill levels for salary placement
9. Serves as a resource to College staff and others regarding issues related to interacting with people who are Deaf or Hard-of-Hearing.
10. Prepares and maintains various records, reports and files related to interpreting and captioning functions and assigned activities.
11. Assists in development of annual interpreting and captioning budget, planning, and control of budget; monitors and controls expenditures.

12. Performs a variety of administrative tasks including maintaining records of students' interpreting preferences and their absences; records and tracks student absences for arranged interpreting services.
13. Communicates with outside agencies and vendors for additional interpreter resources when required to meet student, faculty, staff and District needs. serves as a resource/liaison with other agencies and other community services.
14. Monitors program performance and the success of current scheduling procedures and implements new policies and/or procedures as needed under the supervision of the Director, DSPS.
15. Meets and consults with appropriate IT staff regarding upgrades or purchasing of new captioning technology equipment to enhance service. Researches, evaluates, and recommends the purchase of current captioning technology equipment; add relevant subject matter vocabulary to the captionist dictionary.
16. Performs a variety of administrative support duties in relation to ASL interpreting and captioning. Creates guidelines and instructional materials for students, faculty and staff related to utilizing ASL interpreting and real-time captioning/speech to text in the classroom.
17. Stays current on evolving captioning technology, legal requirements and mandates. Follows Federal Communications Commission (FCC) guidelines for all multimedia.
18. Establish and maintain cooperative and effective working relationships with internal and external employees, and other community service agencies.

Other Duties:

19. Performs related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: American Sign Language, PSE, CASE and sign vocabulary used in an educational setting. Code of Ethics for Interpreters. Appropriate use of spoken and written English including spelling, vocabulary and grammar. The effect of deafness on language development in deaf and hard of hearing individuals. Learns and applies emerging technologies and advances (e.g., computer software applications) as necessary to perform duties in an efficient, organized, and timely manner. Correct English usage, grammar, spelling, punctuation and vocabulary. Oral and written communication skills. Principles of training and providing work direction. Interpersonal skills using tact, patience and courtesy. Record-keeping techniques. Analytical and problem-solving skills.

Ability to: Schedule approved accommodations such as sign and oral interpreters, assistive listening devices and RTC (real time captioning) services for deaf or hard of hearing students, instructors, faculty, staff, and others. Assist in interpreting and other support services to Deaf and Hard-of-Hearing individuals in a variety of settings in order to facilitate communication among peers, instructors, staff, and others. Prepare and maintain interpreter and captioner schedules. Provide training to interpreters and captioners. Interpret rapidly and accurately using oral and manual forms of communication in order to make verbatim or paraphrased translations. Convey abstract concepts and technical terminology in American Sign Language. Communicate effectively both orally and in writing. Understand both Deaf and hearing culture and how this impacts communication. Establish and maintain cooperative and effective working relationships with others. Understand and follow oral and written instructions. Prepare and maintain various records and reports.

EDUCATION AND EXPERIENCE

A bachelor's degree from an accredited college or university AND three (3) years of experience providing support services to people with disabilities, including providing interpreting services for deaf or hard of hearing individuals. Demonstrates sensitivity to and understanding of the disabilities and diverse academic, socioeconomic, cultural, and ethnic backgrounds to students. Type 25 words per minute.

LICENSES AND OTHER REQUIREMENTS

Valid certification issued by the Registry of Interpreters for the Deaf.

WORKING CONDITIONS

Environment: Indoor and outdoor work environment. Constant interruptions. Sit or stand for extended periods of time, pushing and pulling, and visual acuity. The ability to type, use phone, stand intermittently, walk, bend and stoop, occasionally lift, carry, push, pull or otherwise move objects of light to moderate weight, work at a computer, including sitting and viewing a monitor for various lengths of time, repetitive use of keyboard, mouse or other information to others.

EMPLOYMENT STATUS

Classified

RANGE 18

Classified Salary Schedule

Board Approval: April 8, 2020