

MIDLAND EMPIRE RESOURCES FOR INDEPENDENT LIVING

JOB DESCRIPTION

Title: Independent Living Communications Specialist

Reports To: Director of Community Access

Supervises: None

FLSA/Employee Status: PRN; Non-Exempt

Purpose:

This job description defines the typical responsibilities for the purpose of outlining duties and to determine job classification. It does not limit the supervisor or Chief Executive Officer from assigning other duties as the nature of the organization's business needs may change.

General Job Description:

This individual provides Independent Living Skills (ILS) services to participants who are Deaf, Hard of Hearing, or who experience communication-related barriers. This individual will direct his/her work in the spirit of the independent living philosophy.

Essential Function: Service Coordination and Support

Coordinate and monitor ILS services for participants who are Deaf, Hard of Hearing, or who experience communication-related barriers.

Criteria for Success/Accountability:

- Ensure the independent living philosophy permeates all aspects of service delivery
- Document all contacts with participants in appropriate databases or spreadsheets, ensuring that service participant documentation is accurate, thorough, and completed in a timely manner according to agency standards, service, accreditation, and regulatory authority requirements
- Ensure that service participants' right to confidentiality is recognized and honored
- Assist service participants with regard to the five core IL services: (1.) information and referral, (2.) independent living skills training, (3.) transition services (youth and nursing home), (4.) peer support, and (5.) advocacy
- Provide training regarding independent living skills and communication skills, and assist ILS participants in setting and achieving self-directed goals

- Monitor the participation of ILS participants through regular communication and in-person meetings
- Provide services in accordance with regulatory authority requirements, funding source requirements, accreditation requirements, and legal requirements
- Assess participant satisfaction through conducting satisfaction surveys or other required methods

Essential Skills:

- Strong interpersonal skills
- Ability to maintain accurate and organized records
- Ability to complete all paperwork and reports according to established deadlines
- Ability to communicate well – orally, in writing, and using American Sign Language
- Ability to communicate effectively and tactfully with diverse and multi-cultural individuals, being nonjudgmental and respectful of the confidential nature of the job
- Good reading comprehension and analytical skills
- Extensive knowledge of Deaf culture, ASL interpreter professional standards, and ADA requirements regarding interpreting
- Ability to develop an extensive knowledge of community resources
- Ability to create and maintain professional helping relationships
- Ability to teach others problem-solving and coping skills to facilitate and enhance their ability to live independently
- Ability to contact and meet with participants on a regular basis to ensure a continuum of services and to monitor the effectiveness of services
- Basic computer skills and the ability to learn new databases
- Ability to travel to a nine-county area, or beyond if necessary
- Ability to be flexible and multitask
- Ability to handle stressful situations and conflicts as they arise

Essential Function: Outreach and Other Departmental Requirements

Criteria for Success/Accountability:

- Participate in outreach, networking, public presentations, and other means to educate the public about the transition services provided by MERIL
- Participate in special activities, work groups, committees, and other duties (e.g., facilitating the Silent Lunch socialization group) as assigned
- Accept and complete referrals for TAP, ILS, and CDS services as needed
- Participate in organizational meetings and trainings as required

Essential Function: All MERIL Staff Expectations

Professionalism & Work Ethic:

- Arrive on time for all work activities
- Remain productive throughout the work period
- Dress appropriately for the work situation
- Establish priorities while remaining flexible when faced with schedule changes, interruptions, or the need to deal with difficult situations
- Keep confidential information confidential
- Travel as required
- Demonstrate personal integrity and sound judgment
- Work beyond “normal” work hours and in other positions temporarily when necessary
- Demonstrate the desire to make a direct and significant impact in the lives of service participants and staff
- Demonstrate sound time management and organizational skills
- Demonstrate enthusiasm and optimism for your work and the organization

Problem Solving & Critical Thinking:

- Demonstrate a desire to learn new skills and applying those new skills to promote efficiency
- Actively pursue and participate in performance improvement activities
- Actively participate in long-range and strategic planning
- Seek new methods, work principles and creative solutions to issues, concerns and problems
- Continuously assess the effectiveness of work and service processes, and make changes when needed

Teamwork & Collaboration

- Seek the perspectives and knowledge of others
- Demonstrate the willingness to share knowledge and expertise with others
- Seek opportunities to help others and volunteer to help others
- Engage in active and careful listening to others
- Share ideas, thoughts, and concerns in an honest and respectful way

Authority Delegated:

This position has no supervisory responsibilities. Responsibilities are carried out in accordance with the organization’s policies and procedures, regulatory authority and certification standards, and law.

Minimum Qualifications:

- Current license and certification as a Missouri Sign Language Interpreter, and experience working with the Deaf community
- Relevant experience, or a Bachelor’s degree in a human services field

- Sufficient knowledge of Medicaid, Medicare, Social Security benefits, Veterans benefits, and community resources, in order to refer people with disabilities to the appropriate resources
- Ability to travel, valid driver's license, and current vehicle insurance

Employee Sign Off:

The employee is expected to adhere to all agency policies, procedures and practices. The employee is required to act as a role model in the adherence to agency policies and procedures.

I have been informed of the location of agency policies and procedures and understand my responsibilities to adhere to those policies and procedures.

I have read and understand the essential functions of this job description.

Signature: _____ Date: _____

Printed Name: _____