

State of California - Department of Social Services

DUTY STATEMENTEMPLOYEE NAME: **TBD**CLASSIFICATION:
Staff Services AnalystPOSITION NUMBER:
800-042-5157-910DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*
OOE/Civil Rights, Accessibility, & Resource Equity BranchBUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*
Interpretation Support Unit/Communication Access ServicesSUPERVISOR'S NAME:
TBDSUPERVISOR'S CLASS:
SSMIISPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

Bilingual - American Sign Language (ASL)
10% travel

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The mission of the Civil Rights, Accessibility, and Resource Equity (CARE) Branch is to provide state level leadership and direction to ensure compliance with civil rights laws and to promote and foster policies and practices that ensure equitable access in alignment with the Department's equity goals. The Interpretation and Communication Access Section (ICAS) facilitates access to critical information and programs for people with disabilities, people who are Deaf, hard of hearing, blind, or low vision, and people who speak a primary language other than English. The ICAS is responsible for the coordination and administration of communication access services (e.g., American Sign Language (ASL) and spoken language interpretation and captioning) contracts; providing and facilitating equal communication access for people who are Deaf, hard of hearing, and people who speak a primary language other than English.

CONCEPT OF POSITION:

Under the direction of the Staff Services Manager I (SSMI) and Staff Services Manager II (SSM II) of the ICAS, the SSA will perform average to difficult analytical duties to support the coordination and administration of communication access services (e.g., American Sign Language (ASL) interpreting and captioning) contracts; ensuring equal communication access for the Department's Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, and Late-Deafened applicants, employees, and stakeholder meeting attendees; and assist in providing information, training, and technical assistance related to communication access services and accessibility.

A. RESPONSIBILITIES OF POSITION:

40% Evaluate and assist with the overall coordination and management of ASL interpreting and captioning service contracts. Assist in the development and coordination of Invitation for Bids, current contracts, and contract amendments. Consult with and advise all levels of management and employees regarding the Department's communication access services for the Department's Deaf, DeafBlind, Deaf Disabled, Hard of Hearing, and Late-Deafened (DDBDDHHL) applicants, employees, and stakeholders. Develop, evaluate, and make recommendations on alternatives. Perform research, analysis, and create policies and procedures related to communication access services. Provide consultation, training, and technical assistance within the Department and to other inquiring entities on ensuring communication accessibility for the Department's DDBDDHHL applicants, employees, and stakeholders. Respond to questions from CDSS employees related to scheduling and other communication access related concerns.

25% Secure information and arrange for equal communication access for the Department's DDBDDHHL applicants, employees, and stakeholders, such as: ASL interpreting and captioning services. Assess service recipients' communication style and preference. Must acquire interpreting services when he/she is unable to provide direct interpreting services or when a team is needed for assignments that are over an hour. Interpreting settings may include, but are not limited to: professional meetings, one-to-one meetings, daily communication with colleague, subordinate employees, and the public, training sessions, intra-departmental and inter-departmental meetings, conferences, public meetings and events, CDSS events in which Deaf people are or may be present, and meetings/events requiring team interpreting working either with other CDSS ASL interpreting staff or contracted ASL interpreters.

15% Receive, review, analyze, track, and tabulate Communication Access Services requests. Review and reconcile billing invoices to ensure invoices are correct and deliverables have been met before submitting invoices for payment. Work with Accounting and contractors to resolve billing invoicing issues. Gather, tabulate, and analyze expenditures to ensure contractors are not exceeding the contract amount.

10% Demonstrate capacity to achieve technical expertise on communication access services. Use the acquired expertise to develop, obtain, and utilize resources materials related to communication access services, including the field of interpreting, to maintain and/or improve skills and knowledge of the job. Participate, as a staff member, in state or department mandated training and meetings.

5% Responds to public inquiries on CDSS' public videophone.

5% Perform other duties as required or assigned.

B. SUPERVISION RECEIVED:

The SSA works under general supervision and direction from the SSM II.

C. ADMINISTRATIVE RESPONSIBILITY:

None.

D. PERSONAL CONTACTS:

The SSA provides on/off-site ASL interpreting services for any CDSS DDBDDHLD applicants, employees, and stakeholder meeting, training, and other public event attendees. The SSA will have frequent contact and interprets regularly with all levels of departmental employees, representatives from other governmental agencies, legislative and legal staff, community organizations, service providers, and members of the general public. The SSA will frequently assist in interpreting for upper management, including the Directorate staff, in high level and context rich situations.

E. ACTIONS AND CONSEQUENCES:

The SSA provides reasonable accommodation services to CDSS DDBDDHLD applicants and employees, which is mandated by the Department of Fair Employment and Housing and the Americans with Disabilities Act. Without the provision of interpreting and communication access services, the Department would be in violation of the Acts cited above, consequently rendering the Department open to costly litigation, fines, and settlement fees. This position requires a high level of skill and confidentiality due to the complex and sensitive nature of the issues being discussed. The SSA facilitates a positive working relationship between CDSS and the agencies CDSS contracts with for the provision of DAP services. This requires a thorough knowledge of Deaf culture and utilization of ASL interpreting services.

F. OTHER INFORMATION:

Travel is expected to take 10% of the SSA's time to conduct site visits, train various groups, and attend out-of-town meetings, conventions, deaf and hard of hearing community events and award ceremonies. It should also be noted that some of these community events, requiring ODA staff representation, occur on weekends. Overtime may be required for this position.