

Job Title: Program Assistant

FLSA Status: Exempt

Department: Deaf & Hard of Hearing Services

Prepared Date: October 2018

Reports To: Director of Deaf & Hard of Hearing Services

Job Status: Full-time (40 hours/week)

Summary:

This position involves general program support and office duties related to HSDC's Seattle office and the Deaf & Hard of Hearing Services department.

Essential Duties and Responsibilities:

- Manage inventory of workshop instruction materials, manuals, and other office materials
- Disseminate information on events, workshops, trainings, resources, etc. by phone/videophone, mail, and email
- Maintain program paperwork and files to support education, information & referral, workshop evaluations, sign up lists, and presentation packets
- Greet new clients and do initial intake paperwork
- Act as receptionist in answering videophone and TTY calls, taking messages, and scheduling appointments
- Assist in developing and maintaining cooperative relationships with governmental and community organizations, as well as agencies providing resources for clients
- Administer contracts and maintain program binders with documentation supporting contract services
- Assist in scheduling and providing outreach presentations, as well as cataloguing community resources
- Support staff in securing and preparing for classes and workshops both at HSDC offices and off site as needed; prepare handouts and evaluation packets, and catalogue and stock these packets
- Maintain filing system for client and outreach services
- Maintain appropriate and confidential case files, records, and statistical data on all client contact in accordance with the policies and procedures of HSDC
- Prepare monthly reports to HSDC, ODHH, City of Seattle, and UWKC on services provided.
- Coordinate Deaf Youth Program
- Other duties as needed

Supervisory Responsibilities:

This position does not have supervisory responsibilities, with the exception of occasional volunteer management.

Equipment Used:

- Microsoft Office, including Word, Outlook, PowerPoint, Publisher, and Excel
- Telephone and/or videophone, TTY
- General office equipment, such as printer, copier, fax machine

Required/Preferred Qualifications:

- BA degree in related field, or two years of related experience
- Knowledge of community resources in Deaf, DeafBlind and hard of hearing communities
- Ability to do general office duties, including computer work with Microsoft Office and Access, and filing work. Excellent social/interpersonal and organizational skills.
- Must be fluent or near fluent in American Sign Language (ASL).
- Individual should be self-directed, flexible, highly organized, able to prioritize, and exercise a high degree of independent judgment and confidentiality.



Hearing, Speech & Deaf Center

Job Description

Environmental Demands:

(e.g., usual office conditions)

- Professional office environment; typically Monday through Friday, 8:30am to 5:00pm, with flexibility to work evening and weekend hours as needed

Physical & Mental Demands:

(e.g., usual office conditions)

- Sitting for long intervals and extensive use of a computer

Employment at Will:

Hearing, Speech & Deaf Center maintains an employment at-will relationship with its employees, per Washington State requirements, and both parties are free to terminate the employment relationship at any time, for any reason.

HSDC is an Equal Opportunity employer. We hire, procure, and provide services, without regard to race, color, creed, religion, sex, marital status, ancestry, national origin, age, political ideology, sexual orientation, veteran status, or the presence of any sensory, mental or physical disability.

Compensation:

Salary based on experience and training.

How to Apply

Prepare the following items:

1. **Resume**
2. **Three references**, at least one of which should be work-related.
3. **A cover letter that specifically addresses how you are suited to undertake the main tasks and possess the qualifications outlined in this job description.**

Send the items above to *Ariele Belo, Director of Deaf & Hard of Hearing Services*, via email or physical mail.

- Email: abelo@hsrc.org
- Mailing address: HSDC, 1625 19th Avenue, Seattle, WA 98122