 Human Resources

2000 Tower Street • Everett, WA • 98201-1390 • 425.388.9100 425.388.9229

**TITLE: Program Specialist 2**

**REPORTS TO:** Director, Center for Disability Services

# JOB SUMMARY/BASIC FUNCTIONS:

Position reports to the Director of the Center for Disability Services (CDS). The Program Specialist 2 identifies and implements specific academic adjustments that are deemed appropriate for individual students.

These services include but are not limited to: acquisition or production of materials in alternative format (including Braille, audio books, electronic text, large print or captions), scheduling and supervising Sign Language interpreters, problem solving accommodation issues with students, staff, and faculty, train students on use of technology and act on behalf of the Director in his/her absence.

Under general supervision, perform work requiring knowledge and experience specific to the Center for Disability Services. Provide students, staff, program participants and/or the public with information and presentations related to disability services, interpretation of policies and activities. Compose written communications, provide verbal presentations, and establish and maintain records relating to program operations.

## QUALIFICATIONS:

Minimum**:**

* Bachelor’s Degree in human services, social work, psychology, sociology or closely related field
* Demonstrated experience working with people with disabilities, preferably in higher education
* Working knowledge of the laws and regulations that impact Disability Services such as the Americans with Disabilities Act, Section 504 of Rehabilitation Act, HUD and state policies
* Experience with various types of adaptive technology and production of class and electronic materials and media into accessible formats
* Experience that illustrates a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic and ability backgrounds of community college students
* Strong computer skills with Microsoft programs
* Demonstrated ability to multi-task and attend to student needs and program duties in a busy office environment
* Demonstrated ability to work independently and collaboratively
* Clear and effective written and verbal communication skills.
* Strong interpersonal skills

Preferred Qualifications**:**

* Master’s Degree in Human Services, Social Work, Psychology, Sociology or closely related field
* Experience working with assistive technology including adaptive software.
* Experience working in a community college setting
* Experience scheduling sign language interpreters or real-time captioners in classroom/academic settings.
* Experience in testing accessibility of technology
* Knowledge of American Sign Language (ASL)
* Bilingual or multilingual

## PERFORMANCE RESPONSIBILITIES:

**Student services:**

* Review documentation to determine if it adequately addresses the documentation requirements and justifies academic accommodations.
* Conduct intake interviews with students. Determine which accommodations are reasonable and appropriate given the type of disability and explain policies and procedures for requesting accommodations.
* Use independent judgment to determine feasibility of altering established accommodations.
* Oversee all aspects of alternative format accommodations.
* Obtain alternative format from appropriate agencies.
* Solicit bids for alternative format materials, coordinate contracts with purchasing, approve and verify payments made through accounts payable.
* Oversee all aspects of the provision of interpreting services.
* Train and supervise hourly and work-study staff to provide materials in alternative format
* Train students on the use of various types of adaptive technology.
* Project quarterly accommodation costs for alternative format and interpreting.
* Stay current with disability-related issues and trends in the field, especially as they relate to student accommodations.
* Act on behalf of Director in their absence.
* Advise students on policies, procedures and the rights and responsibilities of the student, instructor, and Disability Services office as it relates to the provision of academic accommodations.
* Keep current on Section 504 of the Rehabilitation Act, the ADA, Washington State policies, Universal Design, and best practices.
* Communicate and work respectfully and effectively with people from diverse backgrounds such as racial, ethnic, religious, linguistic, gender, age, sexual orientation, socio-economic, and with diverse physical and learning disabilities.
* Work independently and collaboratively towards large and small deadlines.
* Determine reasonability and feasibility of room relocations and arrange when appropriate.
* Research and make recommendations regarding adaptive equipment, software, and furniture to be purchased for student use. Provide training as needed.
* Scribe or proctor tests as needed.
* Explain services available through the office and the procedures used to request those services to prospective CDS students, parents, staff and faculty.
* Perform other essential duties as assigned.

**Campus Resources:**

* Provide consultation and contact information for faculty, staff, and community members regarding scheduling Sign Language interpreters for non-student related needs.
* Consult with and assist faculty in making necessary classroom accommodations for students with disabilities.
* Serve as campus resource regarding disability issues.
* Give classroom presentations regarding disability awareness and the services available through CDS.
* Answer questions from the campus regarding services available through CDS, referring the person to the Director when necessary.
* Represent CDS office on campus committees as assigned by the Director.
* Provide consultation services to faculty working on making their classes more accessible to students with disabilities.

## **Community Liaison:**

* Provide liaison with community agencies regarding the Center for Disability Services and programs, both on and off campus.
* Collaborate effectively with a variety of students, staff, and the public from diverse cultural, social, economic, and educational backgrounds.
* Answer questions from the community regarding services available through CDS, referring the person to the Director when necessary.
* Give disability awareness presentations to community groups as requested.
* Perform other duties as assigned.

**PHYSICAL REQUIREMENTS:**

Everett Community College follows the Americans with Disability Act (ADA) and provides the following information as a guideline for applicants: With or without accommodations:

* Ability to sit or stand for extended periods of time
* Dexterity of hands and fingers to operate office equipment
* Ability to see to read and verify data and prepare various materials
* Ability to hear and speak to exchange information on the phone or in person

**TERMS OF EMPLOYMENT:**

Six month probation; full time 12 month position. Included in Washington Federation of State Employees Union. Compensation in Range 42.

**EVALUATION:** Performance of this position will be evaluated annually in accordance with the WSFE contract guidelines.

HR: Date:

Employee: Date:

Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_