



The Center For Individuals
With Physical Challenges

The Center for Individuals with Physical Challenges Job Description

Position Title: Director of Deaf and Hard of Hearing Services

Department: Deaf and HoH Services

Reports to: Executive Director

Job Classification: Exempt/Full-time/Salary

Job Summary: The Center for Individuals with Physical Challenges (*The Center*) is seeking a Director of Deaf and Hard of Hearing Services to further the achievement of the organization's mission, purpose and goals in alignments with the values of the agency. Specifically, the Director of Deaf and Hard of Hearing Services will ensure programs and services meet quality standards established by the Board of Directors, Executive Director and regulatory agencies; ensure program and service planning and development occur to anticipate emerging needs and opportunities; develop and manage an effective team committed to the mission, values and goals of *The Center*; manage and oversee the tracking of outcomes to ensure goals are being attained and, if not, to make adjustments as necessary; and grow and expand Deaf and Hard of Hearing Services.

Essential Job Duties/Responsibilities

- Implement and manage a high-quality Deaf and Hard of Hearing Services Department that meets the needs of the deaf and hard of hearing community.
- Oversee, manage and provide opportunities for career growth and learning for assigned staff.
- Work with staff to promote life enrichment, independent functioning, and community integration to the greatest extent possible for clients served.
- Oversee and manage staff to ensure delivery of quality services.
- Ensure Implementation of agency policies and program protocols within programs.
- Administer programs within established budgets.
- Demonstrate professional behavior in working cooperatively as part of a team, initiating ongoing professional learning and skill enhancement, generating ideas for new and enhanced programming, and maintaining client confidentiality.
- Participate in fundraising and agency public relations as available and requested.
- Develop mechanisms for on-going program development and improvement.
- Work to increase membership at *The Center* for people who are deaf, including giving tours, providing membership information, presenting to the community and working with the Director of Marketing to implement marketing strategies to reach the deaf community.
- Work with staff teams to ensure all programs within Deaf and Hard of Hearing Services are setting concrete and ambitious goals, tracking progress toward those goals, and implementing strategies to achieve those goals.
- Develop and maintain professional affiliations and relationships in the community that support *The Center* and, in particular, the Deaf and Hard of Hearing Services Department.
- Assist at fundraising and community events as necessary and appropriate.
- Accept a flexible work schedule that may require evening and weekend hours.
- Be willing to assist other departments as needed and available.

Minimum Required Skills/Abilities:

- Bachelor's degree or equivalent
- Fluent in American Sign Language.
- Familiarity with Deaf Culture and challenges faced by people who are deaf.
- Familiarity with resources available for people who are deaf and/or hard of hearing.
- Valid Driver's License and acceptable driving record.
- Microsoft Office Skills, including Word, Outlook and Excel.
- Effective Communication Skills.
- Ability to work in a team, be a strong leader, and identify and implement opportunities for program growth.

Preferred Skills/Abilities:

- Bilingual

Preferred Education/Experience:

- Two years' experience/skill development in a supervisory roll

Physical Requirements:

- Ability to traverse 75,000-square-foot building.
- Capable of maintaining the fast and constant pace of *The Center*.
- Ability to assist with serving deaf clients as needed and appropriate.
- Demonstrate stamina to tolerate an active 8-hour day and extended hours if needed.
- Ability to respond and assist in emergency situations, including fires, falls, spills, etc.
- Ability and willingness to work evenings and weekends when needed. This may include travelling for overnight stays.

Interested candidates should send a cover letter and resume to Wendi Fralick at wfralick@tulsacenter.org by **Friday, September 15, 2023.**