

Office of State Budget and Management
Establish New, Receipt-Supported Positions
(G.S. 143-34.1)

Agency: DHHS

Division: Division of Deaf and Hard of Hearing

Budget Code: 67425

Center Title: NC Telecom Relay Serv

Center Number: 6725

***** Position Information *****

Proposed Classification: Human Services Coordinator III **Proposed Salary Grade:** 68

Salary Range: \$29,354 - \$45,515 **Proposed Effective Date:** 12 / 01 / 03

Number of Positions: 2

	<u>Center Authorized Budget</u>	<u>Current Request</u>
Total Budget	\$ 4,593,641	\$ 83,124
Receipts	<u>4,593,641</u>	<u>83,124</u>
Appropriation	\$ 0	\$ 0

Funding Source(s): Telecommunications Relay Funds

Justification for Position (including description of duties and responsibilities): See Attached

Statutory Reference for Request: GS 62-157

Presentation to be made by

Agency Head Signature

Title

State Budget Officer Signature

1.A. Primary Purpose of Organizational Unit:

The Division of Services for the Deaf and the Hard of Hearing is established in state statute to review existing programs for persons who are deaf or hard of hearing and recommend improvements; to provide a network of resource centers for local access to services; to collect, study, maintain, publish and disseminate information relative to all aspects of deafness; to promote public awareness of the needs, resources, and opportunities available to persons who are deaf or hard of hearing; to provide technical assistance to agencies and organizations who serve people who are deaf or hard of hearing; to administer the Telecommunications Program (Relay); and other duties as assigned by the Secretary of the Department of Health and Human Services.

Relay North Carolina was established in 1991 when the Americans with Disabilities Act (ADA) was passed in Congress. The ADA requires all states to provide a 24 hr, 365 day/year relay service. The relay services enable people who use the TTY's or personal computers to communicate with people who use voice telephones, and vice versa. The North Carolina G.S. 62-157 also requires a Telecommunications Equipment Distribution Program (TEDP) to be provided to citizens of North Carolina with hearing loss, vision and/or speech impairments. The TEDP offers more accessibility to telephone/relay services by distributing equipment that enables individuals to have more equal access to telecommunications world. It is supervised by the Telecommunications Access of North Carolina Administrator in accordance with the G.S. 62-157.

1.B. Primary Purpose of Position:

It is currently estimated that there are 235,000 residents in North Carolina with hearing loss who are eligible to receive services from the TEDP program. Many of these people are seniors. The purpose of this position is to assist the Telecommunications Access of North Carolina (TANC) program in promoting telecommunications relay service (TRS) and telecommunications equipment distribution program (TEDP) to North Carolina Deaf, Hard of Hearing, Speech Impaired, and Hearing populations; coordinate outreach activities for TRS and TEDP, and assist in gathering public input from consumers, organizations, and businesses; and conduct research to identify appropriate target groups, program outreach events, activities, and publications statewide.

1.C Work Schedule:

Normal week schedule is Monday through Friday, 8:00 am – 5:00 pm, 40 hours per week. Occasional evening and weekend hours will be required and comp or flex time awarded per state personnel policies.

1.D Change in Responsibilities or Organizational Relationship:

New position

II. A. Description of Responsibilities and Duties:

1. Public Outreach

- a. Provide TANC information to community, businesses, agencies, and professionals relating to communication needs of deaf, hard of hearing, and deaf-blind individuals
- b. Coordinate presentations upon requests to agencies/organizations/schools/civic groups
- c. Network (attend/participate) with professionals at organizations/civic group meetings, workshops/conferences and at other functions deemed appropriate by the TANC/RRC manager.
- d. Identify certain groups for presentations and services
- e. Monitor and evaluate outreach activities
- f. Assist the TANC/RRC staff with booths at conventions and workshops in this position's catchments areas

2. Technical Assistance

- a. Provide TEDP assistance with completion of applications and gathering of required information for TEDP forms
- b. Assess hearing loss and/or other additional disabilities for appropriate equipment selection, and the ability for consumer to utilize technology available appropriately
- c. Provide training for consumers
- d. Provide troubleshooting for equipment problems

3. Training
 - a. Coordinate presentations to agencies and service providers who work with deaf, hard of hearing, and deaf-blind individuals
 - b. Market presentations that will benefit the community in accessing and understanding the telecommunications needs of deaf, hard of hearing, and deaf-blind individuals
 - c. Provide TANC training to consumers who may benefit to access to the telecommunications world
4. Program Development and Maintenance
 - a. Develop TANC presentations
 - b. Identify target groups that may need information about TANC.
 - c. Maintain monthly activity reports
 - d. Promote research on new outreach activities
 - e. Meet with TANC staff on regular basis to review outreach activities and plan new activities
 - f. Maintain demonstration equipment and VRS
5. Service Delivery
 - a. Consumer data shows staff is functioning at least at the good level for five key criteria:
 1. Job Knowledge
 2. Willingness to help others
 3. Responsiveness
 4. Respectful of others
 5. Communication

11.B. Other Position Characteristics:

1. Accuracy Required at Work:

High level of accuracy is required in all reports, presentations, and records.

2. Consequence of Error:

3. Instructions Provided to Employee:

The Performance Management Plan (PM) is used to develop goals and expectations and measure the outcomes of the successes. Regular scheduled meetings with the TANC/RRC management staff are necessary.

4. Guides, Regulations, Policies, and References Used by Employee:

Policies and procedures are set forth by the DHHS and DSDHH Directives Manuals and the North Carolina laws applying to contracts and vendors. TANC rules are set forth by the FCC, North Carolina Utilities Commission, and G.S. 62-157.

5. Supervision Received by Employee:

The position is supervised by the RRC manager or on site Specialist in Charge and shall meet with them on a regular basis.

6. Variety and Purpose of Personal Contacts:

This position has daily contacts with consumers, fellow employees, vendors, and state officials

7. Physical Effort:

There is regular regional travel required of this position that can be both mentally and physically demanding. Some evening and weekend work is required. Long periods of standing at booths or workshops may be required. May require lifting heavy equipment such as display booths or cases/cartons of supplies.

8. Work Environment and Conditions:

Primary environment is the Regional Resource Center office. Regional travel, some evening and weekend hours are required. State vehicles are assigned to the offices and are available for the use of this position.

9. Machines, Tools, Instruments, Equipment, and Materials Used:

Office equipment, computers, printers, calculators, copiers, fax machines, typewriters, TTY, VRS, and other communication equipment. This position requires a lot of knowledge of common technology equipment used by deaf, hard of hearing, and deaf-blind consumers.

10. Visual Attention, Mental Concentration and Manipulative Skills:

This position requires the ability to process paperwork with a timeline and prepare workshop and booth demonstrations in a timely manner. Creativity for public outreach is required. Sign language skills are helpful and computer skills are an integral part of this job.

11. Safety for Others:

N/A

12. Dynamics of Work:

This position requires adaptability and flexibility of work schedule to meet high demands of presentations and workshops. This position also requires public relations and public speaking skills. This position requires expertise with technology equipment and must keep up with technology changes.

III. Knowledge, skills, and abilities and training and experience requirements:

A. Knowledge, Skills, and Abilities:

- a. Experience in the areas of public speaking
- b. Expertise with telecommunications equipment operation
- c. Networking with local and state organizations
- d. Extensive knowledge and experiences with Hard of Hearing, Deaf, Deaf-Blind and Speech Impaired individuals' needs. Knowledge of and ability to communicate in sign language preferred
- e. Experience with outreach work
- f. Familiarity with state and federal laws related to telecommunications access and technology

B. Required Minimum Training and Experiences:

- a. Bachelors Degree in Business Administration, Management, Technology, Human Services or Marketing

C. Equivalent Training and Experiences:

- a. At least three (3) years of experiences in public speaking, public relations, community assessment, human service provision, technology/research/development and customer service.

D. License or Certification Required by Statute or Regulation:

N/A