



Position Title: Communication Services Coordinator (CSC)
Reports To: Executive Director
Location: Work remotely at home in Oregon until hybrid or onsite office option becomes available, preferably Portland/Salem area
Status: Full time, exempt, and at-will position
Salary Range: \$50,000 - \$55,000 annually
Benefits: Bridges Oregon offers paid holidays, personal time off, health insurance reimbursement, a retirement package, and professional development opportunities.

Application Deadline: **Open Until Filled**

To be considered, please submit a cover letter, resume, and three letters of recommendation. If any of the three application materials are missing or incomplete, your submission will not be considered. Please email the materials to the Executive Director at chad@bridgesoregon.org.

Organization Summary

Established in 2017, Bridges Oregon is a statewide non-profit organization serving Oregonians who are D/deaf, DeafBlind, deaf-blind, D/deaf with additional disabilities, Hard of Hearing, Late-Deafened, and/or persons with unilateral/bilateral hearing loss. It is in our mission to facilitate equity and inclusiveness and to provide a bridge to opportunities through advocacy, education, and communication.

Position Summary:

Under the supervision of the Executive Director, this position is responsible for overseeing, coordinating, and maintaining the statewide Communication Facilitator (CF) Program, Communication and Accommodation Services, and/or a potential program expansion in the future to provide services to DeafBlind. The Communication Services Coordinator is to ensure that the quality of Bridges Oregon's programs and services is to be available to the DeafBlind and Deaf or Hard of Hearing with additional disabilities customers 24 hours a day, 7 days a week, 365 days a year.

Duration of this Position

This is a fee-for-service-funded position and is renewed annually for 5-years.

The Bridges Oregon Communication Services Coordinator provides the following services:

- Coordination of CF services for DeafBlind and Deaf or Hard of Hearing with additional disabilities consumers and CFs. The customers will use either video relay services, video-to-video, zoom or similar video conferencing, FaceTime, Duo, or similar solutions, Marco Polo, Glide or a similar app, video-texting

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communication, and any other relevant telecommunications technology available at the customer's home, workplace, or the preferred location.

Essential Duties and Responsibilities:

1. Develop a manual on the CF program's policies and procedures, this includes drugs and alcohol, weapons, pets and service animals, discrimination and harassment, mobile communication devices, and confidentiality and professional conduct including guidelines for CFs that address factors contributing to communication barriers for DeafBlind persons (e.g., attire, facial piercings, jewelry, fragrances, personal hygiene, odors caused by cannabis or tobacco products).
2. Develop, implement, and design training curriculum for CFs on HIPAA, protective, legal, anti-racism, sexual harassment, confidentiality, non-mandatory reporting, ethics and boundaries, and the role and responsibility of customers and CF training.
3. Develop, implement, and design a training curriculum on sexual harassment, confidentiality, non-mandatory reporting, the grievance procedure, CF service's policies and procedures that also involve how to submit a request, turnaround time, and participating in a client satisfaction survey. Information about cancellation notification and policy will be included.
4. Coordinate the logistics in providing required training to CFs and provide individualized training and onsite training with customers.
5. Work closely with the Mizaru platform that receives requests from customers, schedules, and assigns the CF. The Mizaru will offer technology solutions to confirm the start and end of conversation time and scan the QR code each time the job starts and is completed.
6. Outreach, recruit, screen, and onboard customers and CFs. The onboarding process with customers will be conducted in person; therefore, statewide travel is essential for meeting with customers to onboard them.
7. Coordinate large group outreach events in Portland, Salem, Bend, and Medford to recruit and onboard customers and CFs.
8. Create and distribute pamphlets and ensure the pamphlets are accessible in large print, braille, or print text. The pamphlets will be mailed directly to the customers.
9. Attend a biannual Telecommunications Devices Access Program (TDAP) advisory committee meeting to provide information to TDAP advisory members and answer questions that they may have.
10. When the CF backs out of an assignment, the CFC shall seek back-up, and if there is none available, the CFC shall fill the assignment to maintain a high percentage of service.
11. Participate in projects for the agency and/or direct services program such as activities for survivors, community engagement, and projects to meet the needs of the program/organization.
12. Manage crises.
13. Seek out support from co-workers & supervisor and proactively take responsibility for self and work.

14. Maintain accurate service data in the database; complete necessary paperwork and forms related to survivor services.
15. Documents work and submit reports thoroughly and on time. Maintain client files with the information required for compliance reviews.
16. Effectively utilize staff, direct services, and supervision meetings.
17. Participate in outreach efforts upon request such as agency events, events organized by community engagement programs, and VLogs.
18. Commit to practicing the organization's Mission Statement & Core Values; understand the anti-oppression movement; stay current on culturally relevant information about the populations being served and work in the position.
19. Ability and willingness to be on-call, work weekends and evenings and be willing to travel.
20. Work to establish effective, positive, and ongoing relationships with community partners.
21. Other duties as assigned are relevant to the program.

Essential Functions:

- Must be able to fill the request to work with customers that are CF canceled at the last minute.
- Must be able to navigate inside the office and in the community frequently.
- Must be able to consistently operate a computer and other office items such as a stapler, printer, and smartphone.
- Must be able to frequently communicate with colleagues, community members, survivors, and others.
- Must be able to consistently problem solve, organize, and prioritize.
- Must be able to occasionally work outdoors in cold or high temperatures.
- Must be able to occasionally carry up to 20 pounds.

Expected Training:

1. Communication Facilitator (CF) role and responsibilities
2. Legal and medical CF training
3. Protactile training
4. Anti-oppression, anti-racism, bias, and cultural responsiveness, annually
5. Mandatory vs. non-mandatory reporter
6. HIPAA and confidentiality training, annually
7. CPR, First Aid, and Bloodborne Pathogens training
8. Mizaru App
9. Familiarize with Bridges Oregon's policy, procedure, and strategic plan.
10. Other training as assigned by the service contract.

Required Qualifications:

- Ability to represent the mission and values of Bridges Oregon to program participants and community partners.
- Ability to maintain positive interpersonal relationships and establish rapport with consumers and CFs.

- Demonstrated cultural responsiveness and ability to effectively work with those from diverse backgrounds and experiences.
- Knowledge of community resources and how to access them.
- Ability to be flexible, maintain appropriate professional boundaries, and use sound judgment.
- Strong problem-solving abilities.
- Ability to communicate effectively with Executive Director.
- High level of organizational skills and follow-through.
- Ability to maintain a professional demeanor in challenging circumstances
- Ability to complete tasks with minimal supervision.
- Sensitivity to the needs of consumers and ability to maintain appropriate customer confidentiality in accordance with mandatory, non-mandatory reporting, and federal/state statutes.
- Strong work ethic.
- Assist with monthly, quarterly, and annual statistical and narrative reports as assigned by the Executive Director.
- Ability to work independently remotely at home and to interact with consumers through video solutions, telephone, email, text, and meetings in person at a neutral location.
- Excellent interpersonal, sign language/verbal, written communication, and organizational skills.
- Patience, sense of humor, and willingness to be open to new ideas and ways of doing things.
- Minimum of 2 years of involvement in the D/DB/HH communities (paid or volunteer).
- Proficiency in Google Suite, Microsoft Word, and Excel.
- Fluency in American Sign Language (ASL).
- Bachelor's Degree in Communication or related field **OR** equivalent combination of training, volunteering, and work experience.
- Must possess reliable transportation and be able to attend off-site activities regularly throughout the state of Oregon.
- Must have dependable auto transportation, valid Oregon State Driver's license and proof of insurance; clean driving record.
- Must pass a drug screening and criminal background check.

Desired Qualifications:

- Fluency in Protactile language (PT).
- Demonstrated knowledge of the dynamics and ability to effectively communicate an understanding of DeafBlind culture, multiple identities, and languages, and how they directly and indirectly affect consumers, their relationships, and society.
- Knowledge of the connection between individuals who are DeafBlind or Deaf and Hard of Hearing with additional disabilities, and various forms of oppression.
- Demonstrated understanding of anti-oppression issues, ability to work effectively with individuals from diverse backgrounds, and understanding of culturally responsive service delivery methods.

- Computer proficiency in Google Suite including Google word processing, spreadsheets, and EmpowerDB (customer database preferred).

Work Environment

This position will work in a traditional, but fast-paced setting. Candidate must be able to work remotely at home in Oregon until a hybrid or onsite office option becomes available, preferably Portland/Salem area, and wear a face-covering whenever in community spaces or around others; be able to work under deadlines and stress-inducing conditions; be able to travel with an operating vehicle throughout the state of Oregon to meet with our survivors at various locations. Bridges Oregon is an organization in an environment with services for survivors of crime, domestic or sexual violence can potentially shift from stable to highly charged and all employees and volunteers must remain flexible, calm, and creative.

Safety

During this pandemic, we are taking every precaution to protect the health of our staff and survivors in our programs, utilizing the most up-to-date recommendations from experts and carefully adhering to Governor Brown's Executive Orders.

Bridges Oregon is an Equal Opportunity Employer. We are committed to building a diverse and inclusive workforce that represents the communities we serve. Survivors of interpersonal violence, persons of color, LGBTQ-identified persons, older adults, and people with disabilities are strongly encouraged to apply.



We're hiring!

Job vacancy

- COMMUNICATION FACILITATOR COORDINATOR (CFC)

This position provides statewide accommodation services to the DeafBlind and Deaf or Hard of Hearing with additional disabilities customers.

Visit our website

bridgesoregon.org/careers