



DISABILITY
COMMUNITY
RESOURCE
CENTER

JOB DESCRIPTION

POSITION TITLE: Assistive Technology Services Coordinator
CLASSIFICATION: Non-Exempt
REPORTS TO: Independent Living Services Program Manager

SUMMARY

The Assistive Technology Service Coordinator (ATSC) is under the direction and supervision of the Independent Living Services Program Manager. The position is responsible for securing and providing information on assistive technology (AT) resources, member AT service coordination and implementation of AT public education and outreach programs to communities interacting with DCRC.

RESPONSIBILITIES

- Conduct initial interviews with new DCRC members using Apricot database DCRC Participant Profile, collecting all information and documentation requested by DCRC.
- Identify members in need of AT related to living independently in the community.
- Familiarity with Software programs such as, Dragon, AAC, Big Track, Chrome Book, Kurt's Well, Captell Phone, all Apple devices, Etc.
- Provide three (3) hours of outreach per quarter (3 months) for a total of 12 hours a year with one (1) hour dedicated to presenting a substantive presentation to a group of 5 or more people and two (2) hours dedicated to representing DCRC at a resource fair or other similar community event.
- Gather and organize information on a wide range of AT topics; maintain current information in Apricot.
- Design AT public education and outreach plan to reach members and other underserved target populations for AT services.
- Maintain positive community image through individualized culturally competent service delivery.
- Develop community contacts and serve as a liaison to DCRC AT services.

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- Resolve AT inquiries of a general nature and make referrals to community resources and agencies when appropriate.
- Collect required demographic information from callers and maintain accurate records of services requested and provided in Apricot.
- Attend AT related Community meetings, coalitions, forums, and activities specifically to inform them of DCRC AT services and to facilitate networking.
- Perform other duties as assigned by the Independent Living Services Program Manager.

QUALIFICATION REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill and/or ability desired. **Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

QUALIFICATIONS

- Experience working with persons with disabilities (physical, neurodivergent/mental health, intellectual and/or developmental and physical) to achieve accommodations and adaptive equipment/assistive technology.
- Demonstrate interpersonal skills needed to interact effectively with a variety of staff, volunteers and members of the community.
- Demonstrated ability to communicate effectively (oral/written).
- Demonstrated ability in advanced computer literacy.
- Must be able to travel as required.

PREFERRED QUALIFICATIONS

- Life experience with disability as well as knowledge of the Independent Living Movement philosophy.
- Bilingual skills in Spanish, American Sign Language or other Los Angeles County Threshold Language.

EDUCATION AND EXPERIENCE:

- Some college or equivalent in human services or related field or significant work experience with disability issues or program and service delivery to people with disabilities in a nonprofit setting preferred.

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- Demonstrated ability to work with “at-risk” populations, including people with disabilities.
- Excellent communication and negotiation skills.
- Experience working with culturally diverse populations.
- 2 years of experience working with intersectional individuals with disabilities or other marginalized communities and their families in a social service/mental health environment.
- Knowledge of Microsoft Office and Apricot or other case management software.
- The ability to learn and apply DCRC policies and procedures, HIPAA, policies and documentation guidelines, and county, state and federal regulations relating to service programs for clients.
- The ability to utilize analysis, experience, and judgment to make effective business decisions.
- You must be able to successfully pass our pre-employment screening, including a background check and live scan fingerprinting.

SKILLS & ABILITIES:

Ability to read, analyze and interpret documents pertaining to assistive technology. Ability to respond to common inquiries and complaints from members and their families, staff, local or regulatory agencies as well as the general public. Ability to effectively write and deliver presentations to members and their families, staff, public groups and the Board of Directors. Ability to conduct ongoing training for DCRC staff on assistive technology.

STRESS LEVEL:

Moderate. This person is frequently expected to think clearly in emergencies, complete work with deadlines, deal with interpersonal conflicts, work with frequent interruptions, think, conceptualize and handle stress.

OTHER SKILLS AND ABILITIES:

Ability to communicate in an effective, polite and professional manner with people with disabilities and their families, as well as having the ability to maintain good judgment, discretion, and confidentiality. Understanding the concepts of independent living. Ability to exercise initiative, ingenuity and sound judgment in administrative, technical or personnel matters.

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COMPETENCIES:

Knowledge of:

- Navigating the life experience of living with a physical or mental disability in a social justice framework.
- Assistive Technology, data collection and program evaluation.
- The Independent Living philosophy.

Skilled in:

- Strong work ethic with excellent verbal, writing and organizational skills.
- Effective solution focused problem solver.

Ability to:

- Analyze, evaluate and understand the needs of intersectional, cross-disability individuals and reasonable accommodations.
- Travel as needed.
- Read and understand rules, policies and procedures.
- Use good judgment, discretion, and maintain confidentiality.
- Work well under pressure.

POSITION TYPE/HOURS OF WORK:



This is a full-time position that reports to the Independent Living Services Program Manager. The Assistive Technology Services Coordinator is expected to work the typical work week at DCRC – 40 hours a week with an unpaid hour reserved for lunch.

AAP/EEO STATEMENT:

The Disability Community Resource Center is an equal opportunity/affirmative action employer. People with disabilities, females, minorities and elderly persons are encouraged to apply for employment.

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DISCLAIMER:

This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other activities, duties and/or responsibilities may change or be assigned at any time with or without notice.

HOW TO APPLY

To apply for this position, please submit a cover letter, resume, and the completed employment application forms to dcrc@dcrc.co You may also fax your application documents to 310-390-4906 or drop them off to our Mar Vista office located at 12901 Venice Blvd., Los Angeles, CA 90066.

Please note that incomplete applications will not be considered.

CONDITION OF EMPLOYMENT:

As a condition of employment, all hires will be required to comply with the Disability Community Resource Center Mandatory Vaccination Policy. All Covered Individuals under the policy must provide proof of Full Vaccination or, if applicable, submit a request for Exception (based on Medical Exemption, Disability, and/or Religious Objection) or Deferral (based on pregnancy) no later than the applicable deadline. New DCRC employees must (a) provide proof of receiving at least one dose of a COVID-19 Vaccine no later than 14 calendar days after their first date of employment and provide proof of Full Vaccination no later than eight weeks after their first date of employment; or (b) if applicable, submit a request for Exception or Deferral no later than 14 calendar days after their first date of employment. Federal, state, or local public health directives may impose additional requirements.

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