



Office of Human Resources Interpreter Sign Language - CA2589

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General Statement of Duties

Provides full performance level sign language interpreting services for Denver government programs, services, and events; assists with all aspects of scheduling interpreters and Communication Access Real-Time Translation (CART) providers; provides information and consultation to City employees on the roles and utilization of the interpreter and CART provider; supports external outreach to the Deaf, DeafBlind, and hard of hearing communities, and internal outreach to City employees; provides information and referral to City employees and the public.

Distinguishing Characteristics

The Interpreter Sign Language classification is distinguished from other interpreter classifications by the specific type of interpretation requiring sign language fluency under Title II of the Americans with Disabilities Act to provide access to the Deaf, DeafBlind, and hard of hearing public, and Title I to provide access to Deaf, DeafBlind, and hard of hearing City employees.

Essential Duties

Provides sign language interpreting services for Deaf, Blind, and hard of hearing public accessing Denver government programs, services, and events, and for Deaf, DeafBlind, and hard of hearing City employees. Interpreting settings include but are not limited to one-on-one meetings, small group, large group, platform, virtual, and onsite.

Handles all aspects of scheduling interpreters and Communication Access Real-time Translation (CART) providers for Denver government requests. Is familiar with best practices for staffing legal and nonlegal assignments including those requiring specialty interpreting skills and/or knowledge, Deaf/Hearing interpreter teams, and/or multiple interpreters.

Screens sign language interpreters interested in becoming independent contractors for Denver government, assists with all aspects of Independent contractor paperwork, and reviews vendor invoices for accuracy prior to submission for payment .

Onboards and supervises interpreter interns.

Manages Interpreter Mentorship Program, which includes onboarding and supervising Interpreter Mentees.

Develops and provides training for community interpreters.

Maintains reference materials for interpreting assignments, develops resources to support ongoing interpreting work, and monitors equipment used for remote interpreting.

Familiar with and abides by relevant interpreter Code(s) of Professional Conduct, and all pertinent laws, rules, and regulations.

Responds to inquiries from City employees and the public regarding interpreter and CART accommodations. Provides resources and referrals as needed.

Supports external outreach to the Deaf, DeafBlind, and hard of hearing communities, and internal outreach to City employees.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Technical Competence - Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job experience.

Knowledge & Skills

Knowledge of issues, programs and services concerning people who are Deaf, DeafBlind, or hard of hearing sufficient to be able to advise others on problem resolution options and provide resources and referrals.

Skill in sign language interpreting in a variety of settings.

Ability to use a variety of platforms to provide interpretation.

Skill in utilizing computer software to accomplish a variety of tasks.

Level of Supervision Exercised

By position, performs lead work over contract or temporary employees.

Education Requirement

Bachelor's Degree.

Experience Requirement

One (1) year of experience, post certification, providing interpreting services in a wide variety of settings.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

Requires a valid Driver's License at the time of application.

By position, possession of current certification issued by the Registry of Interpreters for the Deaf (RID), or Board for Evaluation of Interpreters (BEI) Advanced or Master level.

By position, possession of Colorado Court/Legal Interpreter Status I or II designation.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to varying and unpredictable situations.

Subject to pressure for multiple calls, inquiries, and interruptions.

Subject to traffic, roadways, and pedestrians.

Potential exposure to unpleasant elements (accidents, injuries, and illnesses).

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

Motor Vehicle Record

Licenses/Certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-16

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 6/25/2023

Revised By: SO

Class History: 3/5/2020- Updated class spec to current duties, responsibilities, and minimum qualifications.

10/13/2022- Revised general statement of duties, essential duties, knowledge & skills, experience requirement, licensure & certification.

6/9/2023- Updated general statements of duties, distinguishing characteristics, essential duties, and licensure & certification.

6/25/2023- Pay grade revised as a result of CN1774.