

Institution: San Quentin State Prison
JOB DESCRIPTION

Job Title: Support Services Assistant I (Interpreter)
Position #: 095-210-9820-xxx
Division: Americans with Disabilities Act (ADA)
Department: ADA
Reports To: ADA Coordinator
Prepared By: Michele Kruse
Prepared Date: May 30, 2019
Approved By: _____

SUMMARY:

The Support Services Assistant (Interpreter) (SSAI) will facilitate communications accurately, effectively and impartially using sign language for hearing impaired and severely speech impaired inmates. The SSAI will also perform other duties related to assisting in the communication process. The SSAI is under the direct supervision of the Institution's Americans with Disabilities Act (ADA) Coordinator and Indirect supervision of the Warden. This position may require the SSAI to travel to other correctional institutions, other than their assigned facility, if needed by the California Department of Corrections and Rehabilitation (CDCR). Overtime hours may be necessary when required for emergency circumstances. In compliance with the Code of Ethics as set forth by the National Registry of Interpreters for the Deaf, the SSAI will perform sign language interpreting services to uphold effective communications standards and ongoing compliance with Federal, State and Departmental ADA laws, regulations, policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING: (other duties may be assigned):

- 35%** Respond to requests for sign language interpreting communications via telephone, in person, email or pager to provide a wide range of sign language interpreting services for hearing impaired, hard of hearing inmates and severely speech impaired inmates that rely on sign language for effective communication.
- 35%** The incumbent may be required to provide interpreter services through videoconferencing for inmates at other institutions. Communications include but are not limited to, interpreting for inmates in the Inmate Disciplinary Process, Administrative Segregation Unit Placements, Classification Committee Process, Computation Review Process, Health Care Delivery, Caseworker contacts, Inmate Appeals Process, Participation in the Education Programs, Board Hearings and related Parole proceedings, Attorney visits, and will interview hearing impaired and severely speech impaired inmates to determine their methods of communication.
- 25%** Prioritize and coordinate interpreting requests and assignments. Prepare and maintain written reports and documents. Track the workload associated with sign language interpreting services for inmates within the institution. Work closely with the scheduling staff to arrange for additional contract interpreting services when necessary. Provide information and referrals on various topics associated with sign language, hearing devices and assistive technology such as TTY's, etc.
- 5%** Attend meetings and periodic training and conference calls as assigned/required to assist with the institution's compliance with Federal, State and Departmental laws, policies and procedures involving ADA, sign language interpreting and effective communication. Attend In-Service Training as required. Performs other related duties.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING: None noted.

SUPERVISORY RESPONSIBILITIES: None noted.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Proficiency in facilitating communication between hearing impaired and hearing persons individually and/or in large groups using American sign language and spoken language. and Experience: Equivalent to six months'

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experience providing interpreting services to hearing impaired persons. or Certificate: Possession of at least one valid certificate issued by the Registry of Interpreters for the Deaf.

KNOWLEDGE OF: Methods of and proficiency in facilitating communication between hearing impaired and hearing persons by sign language and spoken language.

ABILITY TO: Relate well to individuals, representatives or other State agencies and communities; read and write English at a level required for successful job performance.

LANGUAGE SKILLS: Proficiency in facilitating communication between hearing impaired and hearing persons individually and/or in large groups using American sign language and spoken language.

REASONING ABILITY: None noted.

CERTIFICATES, LICENSES, REGISTRATIONS: Possession of at least one valid certificate issued by the Registry of Interpreters for the Deaf.

OTHER SKILLS AND ABILITIES: Ability to maintain regular attendance and to be punctual.

SPECIAL PERSONAL CHARACTERISTICS: Neatness, willingness to follow directions; sensitivity to the communication process between hearing impaired and hearing persons and the needs of the persons involved in that process; and ability to maintain confidentiality. Some positions may require driving. For those positions, possession of a valid California driver license will be required. Applicants who do not possess this license will be admitted to the examination but must secure the license prior to appointment.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The following is a definition of the on-the-job time spent in physical activities:

Constantly: Involves 2/3 or more of a workday

Frequently: Involves 1/3 to 2/3 of workday

Occasionally: Involves 1/3 or less of workday

N/A: Activity or condition is not applicable

Standing: Occasionally - to utilize a photocopier, to file, shred, confer with other staff, and interpreting services.

Walking: Occasionally - to access printouts from the printer, obtain files or supplies, confer with other staff, and interpreting services.

Sitting: Constantly - to operate a computer terminal, complete paperwork, interpreting services or utilize a telephone at a desk. Worker may stand and walk intermittently.

Lifting: Occasionally - to move paperwork, files, binders and office supplies weighing up to five pounds. A stack of files weighing up to 10 pounds may be very occasionally lifted.

Carrying: Occasionally - to move the above noted items short distances within the office.

Bending/Stooping: Occasionally - to access forms under a counter, or supplies or files on lower shelves or in lower drawers. Slight bending at the waist and neck may occur frequently during the day while working at a desk over paperwork.

Reaching in Front of Body: Frequently - to access a computer keyboard, answer a telephone, review files, operate a photocopier, or retrieve items from shelves or drawers.

Reaching Overhead: Occasionally - to retrieve files from the top shelves of a five-shelf vertical file.

Climbing: To utilize stairs

Balancing: To maneuver the uneven terrain in and around the institution.

Pushing/Pulling: Occasionally - to open and close drawers and binders.

Kneeling/Crouching: N/A.

Crawling: N/A

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Fine Finger Dexterity: Constantly – to perform interpreting services, to sort through paper, operate a computer and ten-key, and write notes.

Hand/Wrist Movement: Constantly – to perform interpreting services, to operate a computer, telephone, photocopier, ten-key and other office equipment; to handle papers, files and binders; to open and close drawers and obtain supplies; and to write notes.

Driving Cars/Trucks/Forklifts or Other Moving Equipment: N/A

Hearing/Speech: Constantly - to perform interpreting services, communicate with co-workers and by telephone.

Sight: Constantly – to perform interpreting services, to access a computer, read, review and generate paperwork.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Support Services Assistant I (Interpreter) works in an open office area where each employee has their own desk area. Floors are carpeted/linoleum covered concrete and lighting is florescent. Temperatures are thermostatically controlled. The Support Services Assistant I (Interpreter) will walk outside their office to perform interpreting services, and may occasionally obtain paperwork from another office.

MACHINES, TOOLS, EQUIPMENT, AND WORK-AIDS: Telephone, electric typewriter, personal computer, printer, 10-key, copy machine, shredder, hole punch, paper cutter, and fax machine.

COMMENTS: Work hours vary.

Information for this document was obtained by reviewing the State Personnel Board specification for this classification and through observation of duties as they are currently performed.

See “General Post Order Addendum”

EMPLOYEE'S COMMENTS:

Print Employee's Name

Employee's Signature

Date

Supervisor's Statement: I have discussed the duties of the position with the employee.

Print Supervisor's Name

Supervisor's Signature

Date

GENERAL POST ORDER ADDENDUM

Reasonable Modification/Accommodation: Reasonable modification or accommodation is the process of modifying policy, procedure, physical plant, etc. to facilitate access to programs, services, and activities of the Department. The Armstrong Remedial Plan (ARP) provides that such requests may be denied only if one or more of the following four defenses apply:

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1. Legitimate Penological Interest,
2. Undue Burden and Fundamental Alteration,
3. Direct Threat,
4. Equally Effective Means;

These defenses are derived from the Americans with Disabilities Act (ADA) and from the 1987 United State Supreme Court decision in *Turner v. Safley*. Staff should consult ARP II.H, Justification for Denial of Requests for Reasonable Accommodation for detail on the applicability of these defenses. If CDCR staff denies requests for reasonable modification or accommodation where these defenses do not apply, the denial may not be legally defensible and the CDCR will continue to be deficient with respect to compliance with federal law federal court order.

Equally Effective Communication: The ARP and the ADA require public agencies to ensure equally effective communication with inmates, in particular where important interests such as due process, health care delivery, legal, etc. are at stake. In these instances, the ADA requires public agencies to give primary consideration to the preferred method of communication of the individual with a disability. Staff is required to dedicate additional time and/or resources as needed to ensure equally effective communication with inmates who have communication barriers such as hearing, vision, speech, learning, or developmental disabilities. Inmates with severe hearing impairments who rely on sign language for effective communication have been most underserved in this area. It is my expectation that Division of Adult Institutions staff will take necessary steps to obtain the services of a qualified sign language interpreter for communications that involve due process, appeals, notice of conditions of parole, classification committee hearings, etc.; attempting to use written communication for these contacts violates the ARP and the ADA. The ARP and CDCR policy require staff to document their determination that the inmate understood the communication, the basis for the determination, and how the determination was made. A good technique is asking the inmate to explain what was communicated in his or her own words.

Tracking: The ARP requires Classification and Parole Representatives (C&PR) and Reception Center Correctional Counselors-III (RC CC-III) to develop local procedures for tracking inmates with disabilities based upon the CDC Form 1845. Deputy Director Memorandum 159/03, dated November 25, 2003, implemented the *Armstrong Clark* Tracking System (ACTS) and requires all institutions to use this system for tracking all inmates with Developmental Disability Placement (DDP) and DDP codes. The ACTS was designed to work in conjunction with the CDC 1845, rev. 01/04, and includes fields dedicated for entering and reporting housing restrictions such as lower bed/lower tier housing, accommodations for effective communication, and prescribed health care appliances. The C&PRs and RC CC-IIIs are required to distribute the rosters to housing units, custody supervisors, correctional counselors, etc. It is my expectation that custody supervisors will ensure ACTS rosters are used to identify with housing restrictions and ensure they are housed appropriately. Staff shall also use ACTS rosters to identify effective communication needs, in particular the need for a sign language interpreter.

Inmates with Housing Restrictions: The ARP requires doctors to generate chronos with physical limitations for inmates verified with certain CDC 1845 disabilities. These limitations often involve housing restrictions. It is custody staff's responsibility to ensure inmates are housed consistent with housing restrictions; therefore, institutions shall establish local procedures to ensure chronos with housing restrictions are forwarded to the C&PR/RC CC-III and to the custody supervisor responsible for inmate housing. If the inmate has a DDP code, the C&PR/RC CC-III or designee shall update the housing restriction information in the ACTS. The custody supervisor shall conduct bed moves if necessary to accommodate the inmate expeditiously according to the documented housing restrictions. Also, custody supervisors shall train housing officers to report all cases where inmates are not housed consistent with documented housing restrictions.

Prescribed Health Care Appliances: The ARP IV.F.3. provides that inmates shall not be deprived of appliances that were properly obtained while in CDCR custody unless for documented safety or security reasons or a physician determines it is no longer necessary or appropriate. Unless an inmate misuses a prescribed appliance in a manner that threatens safety or security, there is no legally defensible reason for custody staff to take it away after the custody captain or designee has reviewed it for safety and security concerns and approved it.