



**BRIDGES**  
FOR THE DEAF AND HARD OF HEARING

## **EMPOWERMENT COORDINATOR**

The mission of Bridges for the Deaf and Hard of Hearing is to build access, equity, and inclusion in partnership with the D/deaf, Deaf-Blind, and Hard of Hearing communities through advocacy, education, empowerment, and effective communication. That's been our commitment for 95 years, and we are as dedicated to this purpose today as we were in 1927. BridgesDHH serves West, Middle, and East Tennessee through offices located in Memphis, Nashville, and Johnson City—BridgesWEST, BridgesTN, BridgesEAST.

### **Position**

The Empowerment Coordinator for BridgesEAST reports to Director of BridgesEAST and works closely with the Empowerment Manager based in BridgesTN. This role provides education, advocacy and accessible support and referral services to help D/deaf, Deaf-Blind, and hard of hearing individuals access community services with increasing independence. This part-time position (average 20-25 hours per week) will engage in an important role in educating and supporting individuals in the D/deaf, Deaf-Blind, and hard of hearing communities as well as staff. The perfect candidate will be fully immersed in a strong relationship with the staff, interns, clients, and the agency.

### **Responsibilities**

- Empower clients with tools for independence and self-advocacy.
- Practice micro-level advocacy and support agency efforts in macro-level advocacy.
- Plan, organize, and manage all of necessary resources and referral services in East Tennessee and surrounding areas.
- Organize, recommend, or approve new program or service offerings.
- Respond to customer requests for information about Empowerments's programs or services.
- Develop and maintain relationships with clients and partner agencies, i.e. Access Ride, YWCA, Disability Rights Tennessee, Social Security, Mental Health Coop, Vocational Rehabilitation, Reconnect Tennessee, etc.
- Maintain client confidentiality and appropriate boundaries.
- Provide individual support in general holistic approach.
- Work with Director of Development to develop marketing campaigns to promote educational and Deaf Culture Awareness.
- Assist clients in understanding and completing documents and processes for accessing housing, employment, food stamps, FAFSA, and other resources.
- Maintain accurate schedules, records, and reports in accordance with system at BridgesTN.
- Educate agencies/business about the needs of individuals who are Deaf and hard of hearing through cultural competence and technical assistance.
- Supervise interns each semester as required.

- Keep abreast of information and research in order to assist Deaf and hard of hearing individuals with available options to meet their specific needs.
- Conduct or facilitate adult/youth education-related workshops.
- Maintain detailed and confidential client files.
- Conduct surveys to determine interest in, or satisfaction with, Empowerment, events, or services.
- Provide requested monthly reports and other information as needed.
- Other duties as assigned.

## **Qualifications**

- Bachelor's degree in Social Work (BSW) or related field preferred. Life experience considered.
- Experience with the Deaf and/or hard of hearing communities and knowledge of ASL required.
- Knowledge of office responsibilities, systems and procedures.
- Proficiency in MS Office.
- Comfortable with calendars, databases, and general office equipment.
- A successful track record in setting priorities.
- Keen analytic, organization and problem-solving skills which support and enable sound decision making.
- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders.
- A creative mind with an ability to suggest improvements; strong common sense.
- Personal qualities of integrity, credibility, and dedication to the mission of Bridges for the Deaf and Hard of Hearing.
- Conversational fluency in American Sign Language (ASL) required.
- Personal qualities of integrity, credibility, and dedication to the mission of Bridges for the Deaf and Hard of Hearing.
- Strong written English skills.
- Ability to function as part of a team and to take direction while also being able to work independently and in a start-up environment.
- Strong sense of professionalism, self-awareness, respect, courtesy, common sense, humor, and grit.

To apply, please submit a cover letter, resume, and references to [info@bridgesfordeafandhh.org](mailto:info@bridgesfordeafandhh.org). Applicants will not be considered unless all requested elements are provided. No phone calls please.