



## **PINE TREE SOCIETY**

discovering abilities together

**Pine Tree Society is seeking a Director and ASL Interpreting Services and Training to join our growing team. To apply – send you resume to Kaylee Keil at [kkeil@pinetreesociety.org](mailto:kkeil@pinetreesociety.org)**

*Pine Tree Society helps people discover lives of passion and purpose. We transform the lives of thousands of people with disabilities (and their families) each year. When you join us at Pine Tree Society, you'll be part of an organization that helps Maine people lead richer, more socially connected lives.*

<b>Job Title:</b>	Director of ASL Interpreting Services and Training
<b>Reports To:</b>	CEO/President
<b>Department:</b>	Interpreting Services
<b>Direct Reports:</b>	ASL Interpreters; ASL Customer Services Supervisor
<b>FLSA Status:</b>	Exempt
<b>Primary Location:</b>	Scarborough
<b>Cell Phone Level:</b>	Agency owned

### **Summary of Position:**

The Director of Interpreting Services and Training is responsible for ensuring quality interpreting services are provided to clients such as, but not limited to businesses, schools, hospitals and community-based organizations. This position provides leadership and vision consistent with Pine Tree Society's mission, vision, and values for all aspects of the program including staff development, program design, program delivery and focus, planning and management of the budget. The Director of Interpreting Services and Training ensures that billable targets are met at the department and provider level.

### **Essential Responsibilities:** (other duties as assigned)

- Provides highly motivated and skilled staff through development, ongoing coaching, targeted training, and leadership consistent with Pine Tree Society's mission, vision, values, actions, and compensation philosophy.
- Reviews and approves timesheets following wage and hour laws for accuracy and completeness, approves reimbursement and PTO requests through payroll system.
- Prepares, documents, and conducts annual performance reviews and 90-day reviews for new staff members.
- Coordinates annual Pine Tree Camp Dirigo Experience in partnership with Pine Tree Camp Director by developing programming, organizing schedule, and staffing,
- Stays abreast of current regulations, legislation and trends related to the interpreting profession. Establishes program policies and procedures in accordance with professional standards, state, federal and agency requirements.
- Supports the annual budget strategy process in collaboration with the Executive Team and is responsible for meeting budget requirements.
- Develops and implements comprehensive annual program operational plans which include program goals, objectives and action plans.

- Evaluates program outcomes and financials on an ongoing basis.
- Provides monthly statistics on operational indicators along with an analysis of any variance. Develops action steps to bring indicators to goal when necessary.
- Maintains responsibility for fiscal management of the program, ensuring program revenues and expenditures are reasonable and consistent with program budget and goals. Sets fees for service and reimbursements for independent contractors.
- Provides administrative oversight of business operations to ensure programs run smoothly with adequate internal controls.
- Cultivates strong and cooperative working relationships with stakeholders including contract interpreters in the public, private, and non-profit sectors in order to advance the Society's mission.
- Promotes Interpreting Services and other Society programs and raises public awareness by serving as a representative of the Society at conferences, workshops, display opportunities and through public speaking engagements with various professional and community organizations.
- Fills requests for Interpreting Services and ensures revenue stream by maintaining a qualified pool of contract interpreters ensuring proper scheduling of interpreters.
- Collaborates with Business Office working closely with Customer Services Supervisor and has oversight of billing to ensure accuracy of billing and collection of fees for all services provided by developing and overseeing the Interpreting Services billing system and establishes policies for billing practices and procedures.
- Ensures confidentiality of client and fiscal information according to HIPAA regulations.
- Establishes and maintains purchase-of-services agreements with interpreters, developing and enforcing policies to maintain secure records.
- Ensures interpreting pool compliance with state regulations and proper risk management by establishing a system of tracking contact interpreters' credentials – licenses, certifications, proof of liability insurance, background checks (when necessary), immunizations, etc.
- Ensures continuity of service by managing team members' regular rotation of the on-call schedule to ensure coverage is provided for emergency services.
- Supports efforts to fill interpreting requests in, but not limited to, legal, mental health, educational, vocational, business and medical settings as needed and feasible to meet production goals established annually during the budgeting period.
- Networks with representatives of contracting agencies, the State Legislature, constituency groups, and others to develop and maintain contracts/agreements for direct and related services and/or to ensure passage of favorable legislation.
- Establishes policies and procedures, making information resources available to staff; provides staff training and resolves issues related to consumer dissatisfaction with inability to fill requests, charges, etc.
- Provides community/freelance with training and awareness of safety issues and policies, ensuring staff complies with safety and infection control policies and procedures; ensures that staff review Cumulative Trauma packet; provides additional training as needed at staff meetings.
- Collaborates with other departments to address unmet needs and participates in organizational development activities as part of the Leadership Team.
- Maintains professional and technical knowledge by participating in in-service training, attending educational workshops and courses, reading and discussions with team.
- Fills in on a part-time basis to fill in for Deaf Interpreter needs.

**Additional Responsibilities:**

- Recognizes the primary importance of the organization's stated mission. This position will require flexibility and continuous development of job performance to achieve its intended purpose.
- Adheres to Pine Tree Society's communication platform and media policies to ensure consistent brand messaging and image to internal and external stakeholders.
- Respects confidentiality and abides by the Society's HIPAA policy when discussing client, staff, volunteer and organizational matters including fiscal and related information.
- Adheres to a safety/risk management program that includes assessment, evaluation, establishment of procedures, incident review, workplace engineering, infection control protocols, training and such other measures that ensure a safe and healthy workplace environment.
- Attends Board or Board sub-committee meetings to provide program information on an as-needed basis.

**Qualifications; knowledge, skills and abilities:**

- Ability to organize time effectively and remain flexible in order to meet occasionally competing demands requiring time and attention.
- Ability to develop and maintain positive relationships and to communicate effectively and compassionately with contract interpreters, requestors, members of the Deaf and hard of hearing community, vendors, volunteers, Board of Directors, funding and referring sources and the general public.
- Ability to maintain work hours, which may extend beyond the 40-hour work week.
- Ability to compose correspondence and other written material that is creative, concise and demonstrates good command of the English language.
- Ability to develop programs, establish and interpret operating budgets, financial reports and effectively manage fiscal operations.
- Demonstrated knowledge of and competency in the use of computer-based accounting, spreadsheet, word processing and computer network utilization.
- Able to perform all job functions equally in ASL and English.
- Possess a valid driver's license with a clear driving record, have a reliable vehicle with at least the state minimum automobile insurance coverage and the ability and willingness to travel to off-site locations.
- Must pass all required background checks including, but not limited to motor vehicle, criminal, Adult Protective Services, Child Protective Services, US DHHS Fraud Prevention and Protection (OIG) and MaineCare background checks.

**Education/Experience:**

- Bachelor's degree in business administration, interpretation, rehabilitation, counseling, social work or Deafness-related field preferred. Experience considered in lieu of bachelor's degree.
- Four years experience in program planning, evaluation and administration, staff supervision and development, and interpreting agency services scheduling, preferably in a not-for-profit setting working with and planning programs for individuals with disabilities.

**Work Environment:**

While performing the duties of this job, the employee is located in an office environment with frequent interruptions and a quiet to moderate noise level. Computer use is frequent and regular. Regular and frequent automobile travel in Maine and New Hampshire is an expectation. Evening, weekend and on-call emergency availability is required through a rotating schedule.

**Physical Demands:**

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable people with disabilities to perform the described essential functions. While performing the responsibilities of the job, the employee is required to:

<b>Physical Demand</b>	<b>ADA Compliant language</b>	<b>Specifics and Frequency for this position</b>
Sit or Stand	Remain in stationary position	Regularly/Daily 6+ hours
Walk	Move	Regularly/Daily 6+ hours
Use Hands/Fingers to handle or feel	Activate, use, position, prepare, place	Regularly/Daily 6+ hours
Climb or balance	Ascend/descend, traverse	Occasionally
Stoop, kneel, crouch, crawl	Position and move self to stoop, kneel, crouch or crawl	Occasionally
Talk and hear (or communicate in Sign Language)	Communicate, convey, exchange info	Regularly/Daily
See	Observe, identify, recognize, determine	Regularly/Daily
Taste and smell	Distinguish, determine	Rarely
Lift and carry weight	Position, move, transport, put	Reg. 15 lbs, Occas. 40+lbs

**Work Environment**

While performing the duties of this job, the employee is occasionally located in an office environment with frequent interruptions and a quiet to moderate noise level. This job is regularly performed in a wide variety of settings including community, medical, vocational and legal. Some settings require interpreters to wear protective equipment. Settings may be stressful and noisy. Computer use is frequent and regular. Regular and frequent automobile travel in Maine and New Hampshire (if applicable) is an expectation. Evening, weekend and on-call emergency availability is required through a rotating schedule.

**Conclusion:**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position, and amendments may be made at any time it is deemed necessary by management.