

## **DISABILITY RIGHTS AND SERVICES PROGRAM COORDINATOR**

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible administrative and professional work in implementing the City's Disability Rights and Services Program under the provisions of Madison General Ordinance 39.05, applicable Federal and State requirements, and as directed by the City-wide Language Access Plan. Under the general supervision and policy guidance of the Civil Rights Director, the work involves supporting city-assisted programs, activities and City facilities to ensure they are non-discriminatory in reference to persons with disabilities and those with language barriers. This support shall include education and training, outreach and referral, and dissemination of information.

#### Examples of Duties and Responsibilities:

Assist in analyzing, interpreting and implementing the requirements of Federal, State and local legislation, including the Americans with Disabilities Act (ADA), Section 504, The Rehabilitation Act, Fair Housing Act, Olmstead Decision and MGO 39.05 and determine their application to City programs.

Coordinate Language Access Program services as directed by the City-wide Language Access Plan. Interpret federal guidelines to determine how the City should provide language access. Coordinate video remote interpreting contract, including training of front line staff, maintaining schedule, and serve as a point person. Coordinate use and assignment of assisted listening devices for meetings and events. Work collaboratively with City staff to ensure language access needs are met. Manage the language access budget. Supervise hourly language access staff.

Evaluate City policies, procedures, activities and facilities to determine and identify barriers to accessibility. Work toward assisting the City in becoming barrier-free. Work with other City agencies to coordinate and evaluate City program activities, (i.e., building specifications, employment, contract compliance, accessibility, etc.) to ensure program/ facilities are in compliance with Federal, State and Local laws and to enhance overall accessibility. Provide disability related programmatic information and referrals to City agencies and constituents.

Serve as a liaison to City agencies, State and Local agencies, as well as to community-based organizations to ensure awareness and coordination of the interests and concerns of people with disabilities. Work with the Civil Rights Coordinators to provide information and education.

Consult on Racial Equity Analyses in compliance with Environmental Justice requirements under Title VI and other pertinent laws.

Promote and actively support, through coordination with the Human Resources Department and Affirmative Action staff, as well as other City departments, the enhancement of work opportunities for people with disabilities within the City. Assist Departments in their

implementation of Affirmative Action and Disability Rights Plan relative to Disability Rights initiatives.

Act as a clearinghouse for information about Federal and State policy and regulations relating to accessibility. Provide guidance and assistance in Federal or State audits of Disability Rights Programs and Plans.

Under the supervision of the Civil Rights Director, interpret and publicize federal and state policy and regulations relating to accessibility; draft and recommend legislation and administrative rules; and prepare press releases of the Director to support accessibility goals.

Serve as primary liaison and provide technical support to the Disability Rights Commission (DRC) and DRC Executive Committee, as well as other committees and commissions that impact disability rights. In conjunction with the Civil Rights Director and the Disability Rights Commission, establish and implement a procedure for oversight of budgetary items which may have implications related to people with disabilities and contact departmental agencies regarding these implications.

Provide expertise as a troubleshooter for individual problems through site visits, inspections, personal contacts, information and referral for persons with disabilities.

Coordinate, investigate and conciliate informal complaints relative to potential discrimination on basis of disability under MGO 39.05.

Develop and oversee maintenance of effective recordkeeping systems.

Serve as a member of the Civil Rights management team. Act on behalf of the Director as directed. Recommend budgetary, staffing, purchasing, and associated management/administration services to the Director. Analyze and interpret data necessary to develop recommendations.

Serve and/or lead interdepartmental staff teams addressing complex City-wide policy issues and projects. Provide guidance to other staff in conducting studies.

Perform related work as required.

## QUALIFICATIONS

### **Training and Experience:**

Generally, positions in this classification will require:

Three years of experience involved in the interpretation and application of laws, rules, regulations, and policies directly related to the rights of persons with disabilities. Such experience would normally be gained after graduation from an accredited college or university with a Bachelor's Degree in the Social Sciences, Vocational Rehabilitation, Behavioral Disabilities, or a closely related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of these positions will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

**Knowledge, Skills and Abilities:**

Thorough knowledge of the laws, regulations, policies, and administrative procedures applicable to the civil rights of persons with disabilities. Working knowledge of issues related to people with disabilities in the community and relevant social service support networks. Working knowledge of and ability to use computer software applicable to the duties of the position. Working knowledge of cultural differences, and understanding of equity principles. Working knowledge of language access best practices, and current trends. Ability to analyze City policies, procedures, operating practices, and data relevant to persons with disabilities and determine if they are in compliance with applicable laws. Ability to provide advice and assist in the development of policies and procedures to remove barriers specific to persons with disabilities in accessing services. Ability to recognize, respect, and appropriately respond to trauma. Ability to provide information to City managers, external organizations, and the general public relative to the rights of persons with disabilities. Ability to prepare reports and analysis. Ability to communicate effectively both orally and in writing. Ability to work with multicultural populations. Ability to develop and maintain effective working relationships with management, employees, persons with disabilities, and the general public. Ability to exercise discretion in applying rules, policies and procedures. Ability to provide specialized expertise to City managers, human resource professionals and others. Ability to maintain adequate attendance.

**Physical Requirements:**

Employees in this classification will be expected to physically visit and access sites throughout the City to determine accessibility for persons with disabilities. The incumbent must be able to access individuals, groups and meeting sites throughout the community.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Civil Rights	18	10

Approved: \_\_\_\_\_ Date  
Harper Donahue  
Human Resources Director