



Guide By Your Side™ Program

DHH Guide Job Description

- To provide exposure to DHH adults modeling a variety of communication modes and methods to families with children who are deaf or hard of hearing.
- To increase awareness of and sensitivity to issues faced by individuals who are deaf or hard of hearing.
- To share information through personal experiences of DHH individuals.
- To create a safe place in which children, parents and professionals can ask questions about hearing loss or deafness.
- To provide trained, relevant and appropriate input from DHH Guides to families seeking a better understanding of deafness and hearing loss.
- To provide a mechanism for the skills, abilities and experiences of adults who are deaf or hard of hearing to influence the development of more effective programs and services.

PERFORMANCE EXPECTATIONS

- DHH Guides are expected to meet identified protocols in a timely way. If the designated timelines cannot be met, Guides are expected to contact the GBYS Program Coordinator and ask that the case be re-assigned.
- DHH Guides will provide their own transportation and must be willing to travel to meet with families. Mileage and other authorized expenses will be covered.
- DHH Guides will complete all necessary paperwork as outlined in the GBYS program protocol.
- DHH Guides will maintain regular contact with the GBYS Program Coordinator, and/or DHH Program Coordinator as outlined in the GBYS program protocol.
- DHH Guides will have access to the internet and/or a fax machine, and be willing to do business via email and internet technologies.
- DHH Guides will attend a mandatory initial training and required on-going trainings.
- DHH Guides will maintain standards of confidentiality, as outlined in the GBYS program protocol.
- DHH Guides will be members of and maintain good standing within the Hands & Voices organization.
- DHH Guides will treat all families with kindness and respect regardless of race, religion, socioeconomic status, or life style choices even if they are inconsistent or in conflict with their own values. If a DHH Guide feels that they are unable to support a family, s/he must inform the GBYS DHH Coordinator and Program Coordinator. Any unresolved or repeated occurrences of unprofessionalism of this nature may be grounds for termination.

DHH Guides will be active within their communities and leaders throughout the state/province or territory in which they live and work.