

Job Title: Client Advocate

FLSA Status: Non-exempt

Location: 1625 19th Ave, Seattle, WA 98122

Department: Deaf & Hard of Hearing Services

Prepared Date: December 2017

Reports To: Director of Deaf & Hard of Hearing Services

Salary Range: \$35,000 - \$45,000 depending on experience

Summary: Case management, peer counseling, and coping skills to work with individuals who lost hearing later in life or who are hard of hearing. Provide and promote HSDC-Seattle Case Management, Outreach, and Advocacy Services with assistance to Deaf, Hard of Hearing, and Late-Deafened clients in Region 4&6: King, Snohomish, Kitsap, Jefferson and Clallam Counties.

Employment at HSDC is an “at-will” relationship. HSDC is an Equal Opportunity Employer.

Essential Duties and Responsibilities:

- Provide client assistance, case management, and advocacy in dealing with public and private agencies through peer counseling and the development and implementation of an action plan to remove communication and/or independent living barriers.
- Develop and implement an action plan to train government agencies, human service organizations, and other appropriate entities on communication access, legal responsibilities and the cultural and linguistic needs of the Deaf, DeafBlind, and Hard of Hearing.
- Assist in developing and maintaining cooperative relationships with governmental, community organizations, and agencies providing resources for clients.
- Develop and implement an action plan to familiarize or train Deaf, Hard of Hearing, and Late-Deafened people concerning government, legal, communication, and community, cultural and self-advocacy issues.
- Maintain appropriate and confidential case files, records and statistical data on all client contact and counseling in accordance with the policies and procedures of HSDC.
- Work as a team member of HSDC and the community to improve and enrich the lives of Deaf, DeafBlind, Late Deafened, and Hard of Hearing in the communities served.
- Prepare monthly reports on services provided.
- Other duties as assigned.

Supervisory Responsibilities: This position does not have supervisory responsibilities.

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.

Education/Experience:

- Bachelor’s degree or higher; experience in deafness, education, public speaking, counseling and/or related fields.
- Knowledge of Deaf Culture and legal rights of Deaf, DeafBlind and Hard of Hearing. Knowledge of communication strategies for hard of hearing and late deafened.
- Minimum of two years’ experience in case management.

Language & Other Skills:

- Preferred fluent in ASL or willingness to learn ASL and good computer skills required.
- Proficient in written English and the ability to collect and monitor data.
- Ability to work positively with community members and fellow staff.
- Individual should be self-directed, flexible, highly organized, able to prioritize, and exercise a high degree of independent judgment and confidentiality.
- Willingness to travel is essential as well as the ability to work evening and weekend hours as needed. Driver's license, accessible vehicle and valid Washington auto insurance preferred.
- Familiarity and ability to use the following: Microsoft Office (including Word, Outlook, PowerPoint, Publisher and Excel); Voice Telephone; CapTel; TTY; Videophone; General office equipment (such as printer, copier, fax machine)

Physical Demands and Work Environment: The physical demands and work environment described below represent the activities and surroundings of the positions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is typically performed in an office environment, with a moderate noise level. Must be able to sit for long intervals and use a computer extensively. Hours are typically Monday through Friday, 8:30 am – 5:00 pm, with flexibility to work evening and weekend hours as needed.

To Apply: Please send resume and cover letter to Director of Deaf & Hard of Hearing Services, Ariele Belo, at abelo@hsrc.org. Or mail to: 1625 19th Ave, Seattle, WA98122. Please include:

1. Resume
2. Include three references, of which one should be work-related.
3. Prepare a cover letter that specifically addresses how you are suited to undertake the main tasks and possess the qualifications outlined in these job details.