

**Job Title:** Client Advocate

**FLSA Status:** Non-exempt

**Department:** Deaf & Hard of Hearing Services

**Prepared Date:** December 2020

**Reports To:** Director of Deaf & Hard of Hearing Services

**Salary Range:** \$22-\$25/hr

**Location:** 621 Tacoma Ave. S, Suite 505  
Tacoma, WA 98402

### [Click to view this Job Description in ASL](#)

#### Overview

Hearing, Speech & Deaf Center (HSDC) is seeking a Client Advocate in our Deaf & Hard of Hearing Services Department. This position provides Case Management, peer counseling, communication strategies, coping skills, and advocacy for individuals who are Deaf and Hard of Hearing, either from birth or late-deafened. This position also includes providing trainings and presentations, as well as outreach event coordination.

This position will provide and promote Case Management, Outreach, and Advocacy Services for Deaf, Hard of Hearing, and Late-Deafened clients in Pierce, Thurston, Mason, South Kitsap, and Grays Harbor Counties.

The Deaf & Hard of Hearing Services Department is a close-knit, process-minded team environment; staff collaborate to best serve clients across all ages, income levels, and cultures. We work with community partners, such as the Washington State Office of the Deaf and Hard of Hearing (ODHH), City of Tacoma, Pierce County, and various foundations to advocate for clients and remove communication barriers.

Client Advocates report to the Director of the Deaf & Hard of Hearing Services department and work as a team with another Client Advocate in **HSDC's** Tacoma office. This position is a key member of HSDC, which has departments providing: assistance, information, advocacy for the Deaf and Hard of Hearing; interpreting for the Deaf and Hard of Hearing; early education for Deaf and Hard of Hearing children; speech and language therapy; and audiology and hearing aids.

#### About Hearing, Speech & Deaf Center

The mission of Hearing, Speech & Deaf Center (HSDC) is to foster inclusive and accessible communities through communication, advocacy, and education.

**This position is located in HSDC's** Tacoma office. Our offices currently utilize a hybrid onsite/remote model **during the Governor's Stay Home, Stay Safe Initiative; some duties may be performed remotely, per public health guidance; some onsite presence is required.**

#### Primary Responsibilities

##### *Case Management 70%*

- Provide client assistance, case management, and advocacy in dealing with public and private agencies through peer counseling.
- Develop and implement action plans to remove communication and/or independent living barriers for individual clients.
- 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.
- Prepare monthly reports on services provided.

### *Outreach 15%*

- 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.
- Work as a team member by providing cross-referral to other departments: Audiology, Speech & Language, Early Education, and Interpreting Services, with the goal of improving and enriching the lives of Deaf, DeafBlind, Late-Deafened and Hard of Hearing in the communities served.
- Train and assist community partners in using Assistive Communication Technology (i.e., Loop, Assistive Listening Devices, phone boosters, etc.) for Deaf and Hard of Hearing community members for communication access.
- Plan and lead educational workshops in ASL for local Deaf community members.

### *Information and Referral 15%*

- Develop Video Logs (Vlogs) with information on community resources and services.
- Create and develop content for quarterly newsletters highlighting community services and resources for Deaf and Hard of Hearing people.
- Create and maintain referral lists for support services.
- Develop, create and support workgroups, advisory committees, coalitions, and community group meetings in national, state, and local counties/cities as HSDC representative.

### Qualifications

#### Education/Experience:

- **Bachelor's degree or** equivalent years of experience in Social Work, Deaf Education, Counseling, Social Justice, and/or related fields.
- Expertise in Deaf Culture and legal rights for people who are Deaf, DeafBlind, or Hard of Hearing.
- Training/experience in communication strategies for Hard of Hearing and Late-Deafened people.
- Minimum of two years experience in case management.

#### Language & Other Skills:

- Fluent in American Sign Language (ASL).
- Proficient in written English and interpersonal communication.
- Ability to collect and monitor data in a database.
- Positive relationship with the Deaf Community and fellow WA State Regional Service Centers (including DBSC and WADHH).
- 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. Valid **driver's license, accessible vehicle**, and valid Washington auto insurance preferred.
- Familiarity with, 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).

### Supervisory Responsibilities

This position does not have supervisory responsibilities.

### 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 remain stationary for long intervals and use a computer/screens extensively. Hours are typically Monday through Friday, 8:30am – 5:00pm, with flexibility to work evening and weekend hours upon approval.

### Salary and Benefits

This is a full-time, hourly, non-exempt position. Generous benefits package including health insurance, life insurance, short-term and long-term disability, flexible spending accounts, pre-tax retirement payment plan, paid sick/safe leave, vacation (starting at 13 days per year), 10 paid holidays, and 2 paid personal days each year.

### How to Apply

Please send the items below to Director of Deaf & Hard of Hearing Services, Ariele Belo, at [abelo@hcdc.org](mailto:abelo@hcdc.org).

1. Resume
2. Three references. At least one reference should be should be work-related.
3. Cover letter (written or a 1-3 minute video using ASL) that specifically addresses how you are suited to undertake the main duties of this position, and how you possess the qualifications outlined in these job details.

### Equal Opportunity Employer

HSDC is committed to a policy of equal employment opportunity; treats all employees and applicants equally without regard to race, color, creed, religion, sex, sexual orientation, gender identity, age, national origin, citizenship, veteran or marital status, sensory, physical or mental disability and all other groups protected by law; and promotes diversity in its workforce. **Employment at HSDC is “at-will” per WA State.**

HSDC seeks to recruit, hire, promote, and retain a diverse workforce. Diversity in our staff is vital to high quality services and client/community connection. We prioritize the hiring of applicants from historically marginalized communities. We are committed to eliminating barriers to access and equity; cultivating a diverse workforce is an essential step toward this goal.