

Job Title: Client Advocate	FLSA Status: Non-Exempt Full-Time
Department: Deaf & Hard of Hearing Services	Prepared Date: October 2025
Reports To: Director of DHHS	Pay Range: \$28.85 - \$33.65/hour Hiring Range: \$28.85 – \$29.81/hour

Job Summary

The Hearing, Speech & Deaf Center (HSDC) is seeking a Client Advocate in our Deaf and Hard of Hearing Services. 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, presentations and outreach event coordination.

Provide and promote Case Management, Outreach and Advocacy Services with assistance to Deaf, Hard of Hearing and Late-Deafened clients in:

Seattle: King County

Client Advocates report to the Director of the D/HH department and does not supervise any staff and is a key member of HSDC's staff team, who provide these services: speech and language therapy; assistance, information, advocacy and interpreting for the Deaf and Hard of Hearing; birth to 5 years early childhood education.

Essential Duties and Responsibilities:

Case Management– 70%

- Provide client assistance, case management, and advocacy in dealing with public and private agencies through peer counseling.
- Develop and implement an action plan 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, Deaf-Blind, 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 of HSDC by providing cross-referral to other departments: Audiology, Speech & Language, Birth to 5 years Early Education, and Interpreting Services to improve and enrich 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, aka ALDs, 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 accessible videos 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, & local counties/cities as HSDC representative.

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.

Clear communication, the ability to coordinate and prioritize interdepartmental tasks, the ability to problem solve and find creative solutions to emergent requests, data

gathering and organization skills, the ability to create succinct reports, and the ability to use technology and software in support of HSDC goals.

- 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 of Deaf, DeafBlind, and Hard of Hearing.
- Training/Experience in communication strategies for hard-of-hearing and late-deafened.
- Minimum of two years' experience in case management.
- 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, its members, and fellow WA State Regional Service Centers (DBSC & ODHH).
- 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. Valid 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)

Essential Physical Skills

This position requires frequent sitting, standing and occasional walking; lifting 30 pounds or more; manual dexterity to operate phones, computers, and other office equipment; strong command of the English language with the ability to be understood.

Environmental Conditions

Generally, this position is on-site in an open office environment, with occasional visits to external locations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Disclaimer:

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All HSDC employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.

Required Screenings with timelines

- State of Washington background screening – prior to hire

Information on employee benefits can be found on HSDC's [Jobs](#) page.

To apply, email a current resume highlighting relevant experience and skills and a brief vlog describing why you are applying, how your previous experience qualifies you for this role, and where you found out about this position to jobs@hsrc.org