



COMMUNITY ADVOCATE JOB DESCRIPTION

Position:	Community Advocate
Department:	Advocacy and Community Engagement
Accountability:	Director of Advocacy and Community Engagement
Job Status:	Full-time
Classification:	Hourly, Non-Exempt
Salary:	45k to 50k Annually (\$21.63-\$24.04/hour)

GENERAL DESCRIPTION:

The Community Advocate reports to the Director of Advocacy and Community Engagement for the provision of a wide variety of group and individualized advocacy support for DCS Clients and Community members in North and South County of San Diego. The Advocate provides support and empowers self-confidence and independent living skills, as well as advocates for communication access, appropriate accommodations, and cultural understanding. The advocate will provide essential information related to needs-based inquiries, processes involving immigration, SSA, DMV, and other resources. In addition, research, develop best practices and provide case management for a range of clients, including survivors of intimate partner violence, sexual assault, or stalking. The Community Advocate works collaboratively with the Director to strategically plan content material of local resources to educate the community. The Community Advocate will work closely as a team with the ACE department in coordinating educational workshops and information for deaf, hard of hearing, deafblind and deaf disabled clients, as well as educate community organizations about ADA, disability rights, and other anti-discrimination laws.

ESSENTIAL JOB FUNCTIONS:

- Provides support to empower clients to advocate and build self-confidence through direct services
- Provides advocacy in areas of communication access and various methods available, appropriate accommodations, peer counseling and cultural understanding for clients
- Provides direct advocacy services in a variety of settings including but not limited to general consumer affairs, social security, immigration, HUD, medical/Medicare, IEP etc.
- Attends client appointments off site for court or as needed.
- Collaborates closely with the Director in strategic planning to develop goals to achieve data reporting of deaf, hard of hearing, deafblind, and deaf disabled population being serviced
- Completes case notes and maintenance of required reports and outcome measures, including ongoing data analysis for quality service delivery.
- Maintains and updates directory of local community resources that DCS collaborates, develops, coordinates, and presents self-advocacy, various laws and empowerment courses and workshops on a variety of topics relevant to the San Diego Deaf Community.
- Works with all departments within DCS to ensure that they maximize their outreach efforts by learning about each department and connecting them to likely members and candidates in the community.
- Contact local resources such as other community-based organizations (CBOs), schools, medical facilities for potential education engagements, informs of telecommunications and utility topics and DCS services; provide DCS literature as requested.
- Attend community events and resource fairs as an exhibitor and/or presenter to provide outreach and education.
- Works in developing workshops and trainings to educate the public on Deaf culture and rights, ADA law, communication access and other anti-discrimination laws and presents as requested.

- Maintains confidentiality and privacy standards in accordance with agency policies and applicable regulations and laws including HIPAA.
- Perform other duties which may be assigned.

QUALIFICATIONS:

Education:

- Bachelor's Degree in Human Services or related field, required
- Master's in counseling, Rehabilitation, Social Work, desired

Experience/Knowledge:

- Minimum of two years' experience providing advocacy, client services or similar preferably in a social service setting with deaf and hard of hearing population
- Thorough familiarity with Deaf Culture and knowledge about Deaf and Hard of Hearing people
- An understanding of current issues related to Deaf and Hard of Hearing people
- Knowledge of San Diego resources and public transportation
- Knowledge of various laws protecting rights of deaf, hard of hearing, deafblind, deaf disabled individuals

Skills

- Fluent in American Sign Language
- Ability to communicate effectively and adapt to a wide variety of communication styles within DHHDB communities
- Develop rapport and trust showing compassion while listening to find appropriate solutions
- Strong advocacy skills, able to handle high stressful situations and work well under pressure
- Ability to work well in a multi-disciplinary team-oriented, diverse environment and diverse community
- Flexibility, detailed oriented and strong organizational skills
- Exhibit self-initiative abilities and contribute to the team
- Experience in providing public presentations
- Manage time well, prioritize and multi-task
- Understand and carry out verbal/written directions
- Effective communication skills, including presentation skills

Other Qualifications

- Possesses excellent computer skills utilizing word processing software's (Excel, PowerPoint, Word), outlook email/calendar, and database applications
- Must possess reliable transportation and be able to attend off-site activities regularly

CORE COMPETENCIES:

- **Professionalism**—Approaches others in tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments; Works with integrity and ethically.
- **Customer Service**—Manages difficult or emotional customer situations. Responds promptly to customer needs. Solicits to customer feedback to improve service. Responds to requests for services and assistance. Meets commitments.
- **Interpersonal Skills**—Focuses on solving conflict, not blaming. Maintains confidentiality. Listens to others without interrupting. Keeps emotions under control. Remains open to others' ideas and open to learning new things.
- **Communication**--Communicates clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Teamwork**--Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts

success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

- **Strategic Thinking**--Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Written Communication**—Writes clearly and informatively (detailed). Edits work for spelling and grammar. Varies writing style to meet needs. Presents numerical data effectively. Able to read and interpret written information.
- **Dependability**—Follows instructions. Responds to management direction. Takes responsibility for own actions. Keeps commitments and reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Employment with DCS is an "At-Will" relationship. DCS is an Equal Opportunity Employer.

Name

Date

Supervisor

Date