



JOB DESCRIPTION

JOB TITLE:	Community Advocate
REPORTS TO:	Director of ACE
STATUS:	Non- Exempt, Full Time
BASE PAY:	\$58,000 annually / \$27.88 hourly

SUMMARY

Community Advocate involves conducting client intake, assessments, and case management, providing necessary advocacy, resources, and referrals. It requires tracking client cases, maintaining accurate documentation, and empowering clients. Additionally, the role includes participating in outreach efforts by creating ASL video vlogs, representing DCS at events, and organizing and hosting workshops, trainings, and presentations to educate the community and the public on advocacy.

QUALIFICATIONS:

- Bachelor's Degree in Human Services or related field, preferred
- Master's in counseling, Rehabilitation, Social Work, desired
- 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
- An understanding of current issues related to Deaf and Hard of Hearing people
- Knowledge of various laws protecting rights of deaf, hard of hearing, deafblind, deaf disabled individuals
- Access to reliable transportation
- Work well in a team-oriented, culturally diverse environment; required
- Effective communication, including presentation skills
- Excellent customer service skills
- Fluent in ASL and thoroughly familiar with ASL culture
- Thorough knowledge of professional boundaries and how to upkeep professional boundaries
- Thorough understanding of confidentiality, HIPPA, mandated reporting, code of professional conduct, and professional ethics, ethical scenarios and ethical decision making
- Thorough understanding of documentation and reporting processes
- Able to handle high stressful situations and work well under pressure
- Flexibility, detailed oriented and strong organizational skills
- Exhibit self-initiative abilities and contribute to the team

- Possesses excellent computer skills utilizing word processing software's (Excel, PowerPoint, Word), outlook email/calendar, and database applications

JOB RESPONSIBILITIES

- **Service Compliance**
 - Adhere to and uphold the standards of DCS as mandated by its' mission, purpose, guiding principles and standards of service quality.
 - Familiarize self with Federal, State, and County laws for confidentiality and privacy standards in accordance with agency policies and laws including HIPAA, mandated reporting, professional code of conduct and ethics.
 - Familiarize self with Federal, State, and County laws of ADA rights
 - Attends staff meetings, county meetings, mandated trainings and support team meetings regularly
 - Maintains warm, welcoming office grounds and facilities
- **1:1**
 - Intake, assessment, and case management
 - Assesses needs of each client and provide advocacy, resources, or referrals accordingly
 - Tracks each client's case to ensure efficiency and success of services.
 - Maintains required documentation and client files, maintenance of required reports and outcome measures, including ongoing data analysis for quality service delivery.
 - Empower clients to advocate and build self-confidence.
 - Provides direct advocacy services in a variety of settings including but not limited to general consumer affairs, social security, immigration, housing/section 8 medical/Medicare, IEP etc.
 - Attends client appointments off site as needed for further advocacy support.
- **Outreach**
 - Effectively represents and delivers presentations to high-level audiences, including hospital staff, educators, law enforcement, emergency responders, and executives.
 - Create ASL video vlogs on related information and resources.
 - Supports the program director in maintaining a strong healthy network, while also strategizing expansion of networks, partnerships, and resources for the program, as assigned
 - Represents DCS or the deaf community at relevant events as booth exhibitors, presenter, guest speaker, as assigned.
 - Supports outreach efforts via presentations, workshops, and educational events, as assigned
 - Contributes to public awareness among hearing individuals and organizations to enhance understanding and advocacy of Deaf Culture and diverse deaf community groups, as assigned.
 - Maintains and updates directory of local community resources
 - Perform other duties as assigned.

CORE COMPETENCIES

- **Ethics:** Treats individuals with respect and integrity, honors commitments, inspires trust, maintains confidentiality, works with integrity and ethics, upholds organizational values.
- **Communication:** Articulates clearly and persuasively in various situations, actively listens, and seeks clarification, responds effectively to inquiries, demonstrates proficiency in group presentations, and actively participates in meetings.
- **Innovation:** Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.
- **Written Communication:** Produces clear and informative written content, ensures accuracy in spelling and grammar, adjusts writing style to meet specific needs, effectively presents numerical data, and demonstrates strong reading and interpretation skills.
- **Teamwork:** Balances team and individual responsibilities, maintains objectivity and openness to diverse perspectives, provides and receives constructive feedback, contributes to fostering a positive team environment, prioritizes team success, and supports colleagues in achieving shared goals.
- **Interpersonal Skills:** Focuses on conflict resolution, practices active listening, manages emotions effectively, remains open to new ideas and approaches.
- **Dependability:** Follows instructions and responds to management direction promptly, takes ownership of actions and commitments, fulfills obligations, commits to additional work hours, when necessary, communicates alternative plans promptly.
- **Initiative:** Volunteers readily for tasks and projects, engages in self-development activities, seeks opportunities for increased responsibilities, takes independent and calculated risks, identifies and capitalizes on opportunities, offers and requests assistance as needed.

To apply for the position, please email to careers@dcsofsd.org with your resume and cover letter. Thank you.