



**Position:** Case Manager (MSW)  
**Reports To:** Director of Operations  
**Classification:** Full Time, Exempt  
**Office Location:** Northern and Southern Nevada Centers

### Deaf Centers of Nevada agency Description

Deaf Centers of Nevada, (DCN) is a private, non-profit social service agency that serves individuals who are d/Deaf, hard of hearing, deaf-blind, late-deafened and speech impaired; and their families, friends, and community service providers. Our Mission is to advocate, seek equality, and promote self-determination through empowerment for those who seek our assistance; and to enhance the awareness and understanding of Deaf Culture and the unique communication needs of the diverse individuals we serve throughout the state of Nevada.

### Summary

Under general direction, the Case Manager is responsible for overseeing the direct service delivery of programs offered at DCN: the Youth & Family Program, Career Development & Placement Services and the Adult Case Program, as well as providing guidance and expert support to the program case advocates. Under the Director of Operations' leadership, the Case Manager will assist clients visiting the center in resolving issues that destabilize their independence and ability to support themselves productively, including providing linkages and referrals to partner agencies that offer other supports. The Case Manager will also do outreach activities within the community through presentations and information forums, and will demonstrate advanced training in social work, case management and community supports.

### Essential Duties and Responsibilities

- Consultation of social services provided by DCN and supervision of all case advocates, including monitoring for compliance to state grant requirements, timely reporting, client data, resourcefulness and compliance to HIPAA
- Assesses, counsels and refers clients and/or family members with needs related to their deafness, cultural identity, hearing loss, medical or financial concerns, familial relationships, career goals and other issues causing impediment to independence within the greater society
- Acts as liaison between clients and community agencies to help meet educational, psychosocial and employability needs of the client
- Interviews clients and their families and coordinates and plans programs and activities to meet their social and emotional needs.

- Provides crisis intervention and assists families in understanding the implications and complexities of the medical situation and its impact on lifestyle.
- Relies on experience and judgment to plan and accomplish goals.
- Performs other related duties as requested by Director of Operations.

### Qualifications

- Master's degree in Social Work required (pre-degree status will be considered).
- A minimum of advanced conversational fluency in American Sign Language, with native, or near-native ASL fluency preferred
- Demonstrated knowledge of the principles of growth and development over the lifespan for all age groups
- Prior experience working with groups, children, lesson planning, and teaching ASL classes required
- Capable of honoring diversity of individual and group values, cultures, beliefs, norms and other socioeconomic issues in addressing client needs and experiences
- Excellent oral and written communication skills
- Excellent organization skills and ability to meet deadlines
- Proficiency in the use of a personal computer and appropriate software
- Good interpersonal skills necessary to interact effectively with coworkers, individuals served, employees, parents and outside contacts
- Ability and willingness to adjust work schedule to attend and facilitate meetings or events that occur outside of regular business hours
- Ability and willingness to travel to various program sites.
- A valid driver's license, reliable transportation and insurance

Work schedule is 8:00 AM to 5:00 PM, Monday through Friday, except for Federal and State holidays and other closures as determined by the Executive Director. Some evenings and/or weekend work anticipated, for community-wide events or other activities.

**This position will accept resumes until filled and may close at any time.**