



Position: Adult Case Advocate
Reports To: Case Manager
Classification: Full-Time, Exempt
Office Location: Northern Nevada Center

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, 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 Deaf and Hard of Hearing individuals, as well as those who experience speech impediments.

Summary and Mission

This job contributes to the success of the Deaf Centers of Nevada by serving the Deaf and Hard of Hearing clients in the areas of communication access, case management, information and referral, advocacy, independent living skills, and other supports to assist individuals with the ability to lead independent and productive lives.

Tasks, Duties, and Responsibilities

- Provides information and referral to clients relating to personal and family adjustments, finances, public assistance and other needs, including social security benefits, immigration, legal mediation, etc.
- Provides and coordinates approximately twenty-four (24) outreach and information presentations throughout the year (two per month on average), public awareness activities, workshops and training sessions concerning a variety of topics, including deafness, hearing loss, Deaf culture, ASL, the legal rights of individuals who are deaf or hard of hearing, DCN and its advocacy role, interpreting services, communication barriers
- Visits clients in homes or attends group meetings to provide information on agency services, requirements, and procedures
- Assists with and coordinates the development of educational materials, information packets, empowerment materials, and public awareness materials for members of the public, interpreters, and people who are deaf or hard of hearing
- Provides workshops that educate the deaf and hard of hearing communities about their rights and the resources available to meet their needs;
- Demonstrated ability to establish and maintain effective working relationship with members of the public, organizations, and state agencies
- Prepares and submits daily contact logs and reports monthly or as directed by Case Manager

Qualifications

- Associate degree in social services or related discipline required; Bachelor's degree with 2-3 years of case management or related experience *strongly preferred*
- Demonstrated experience in advocacy and skills in presenting information to groups of various sizes and backgrounds
- Experience in working with deaf, hard of hearing, deaf-blind and related communities required

Required Knowledge, Skills and Abilities

- Knowledge of Deaf Culture and fluency in American Sign Language (ASL)
- Knowledge of the Americans with Disabilities Act (ADA) and other various laws and programs benefiting and protecting the rights of deaf and hard of hearing persons, such as Bureau of Rehabilitation regulations and Social Security policies
- Ability to work cooperatively with a diverse constituency of clients and maintain confidentiality
- Must possess the ability to assess and adapt sign styles to fit the communication needs of the individual who may be deaf, hard of hearing, or deaf-blind
- Ability to project a positive image of the job and the agency
- Ability to drive long distances to rural areas as needed.
- Be a flexible self-starter and a resourceful team player; detail oriented with strong organizational skills, excellent verbal and written communication skills;
- Capable to prioritize and handle multiple tasks and sometimes with competing deadlines
- Be able to handle confidential situations
- Can work independently, take initiative and thrive under pressure
- Must always have a professional demeanor and attire
- Must have reliable transportation, a valid driver's license and current automobile insurance
- Applicant must successfully complete a criminal background check for this position

This position will remain open until sufficient resumes are received and may close at any time.