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Position: Adult Case Advocate
Reports To: Director of Operations
Classification: Full Time, Non-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, 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

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 job placement and development. The employment services offered at DCN assist deaf and hard of hearing individuals with job information, job training, job placement, and accessibility for the deaf and hard of hearing individuals. As the Adult Case Advocate, the role of Deaf Case Advocate and Career Specialist are combined, to meet the needs of the northern region of our state.

Essential Duties and Responsibilities

- Deaf Case Services
 - 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 outreach and information presentations throughout the year, 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 cultural integration through educational materials, and information packets, empowerment materials, and public awareness materials for members of the general public, 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.
- Career Specialist Services
 - Provides Job Readiness Training, Workplace Accessibility, Job Development, Placement and Follow-up, and Outreach activities.
 - Work in conjunction with traditional employment resources, develop employment opportunities, identify openings and opportunities for clients in need of employment assistance.
 - Provide communication support for job interviews, job counseling to clients and employers, sensitivity awareness and training for existing and potential employers of deaf and hard of hearing clients.
 - Create and conduct workshops on pertinent topics relating to employment and self-presentation.
 - Provide direct communication support to deaf and hard of hearing employment placement coordinator at selected State Bureau of Vocational Rehabilitation offices in Southern and Northern Nevada and Rural Areas.
- Operational Services
 - Prepares and submits daily contact logs and reports monthly or as directed by Director of Operations.
 - This position requires understanding of the organization's strategic plan and working towards achieving its goals and objectives.
 - Perform such tasks and responsibilities as assigned.

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
- 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
- Experience in presenting information to large and small groups
- Must have reliable transportation, a valid driver's license, and proof of current automobile insurance
- Applicant must successfully complete a criminal background check for this position

I have reviewed this position description and understand its expectations in fulfilling the work I am hired to do with the Deaf Centers of Nevada. I also acknowledge that changes to this description may or may not take place at any time where necessary to enhance the role of this position for the benefit of the clients we serve, and those will be discussed with me before such actions take place.

Printed Employee Name

Date of Hire

Employee's Signature

Date Acknowledged