

Job Title: Client Advocate, Tacoma	FLSA Status: Non-exempt, Full time
Department: Deaf and Hard of Hearing Services (DHHS)	Prepared Date: July 2022
Reports To: DHHS Associate Director	Hiring Range: \$25 - \$26 per hour

HSDC Tacoma Client Advocate Job listing in ASL: <https://youtu.be/iD1Z3rGohRY>

HSDC Hiring Commitment

HSDC is committed to a policy of equal employment opportunity; treats all employees and applicants equally without regard to race, color, creed, religion, sex, sexual orientation, gender identity, age, national origin, citizenship, veteran or marital status, sensory, physical or mental disability and all other groups protected by law; and promotes diversity in its workforce.

HSDC seeks to recruit, hire, promote, and retain a diverse workforce. Diversity in our staff is vital to high-quality services and client/community connection. We are committed to eliminating barriers to access and equity; cultivating a diverse workforce is an essential step toward this goal.

Job Summary

[HSDC](#) is a social and human services organization that provides five areas of programming: Education (0-5 yrs old), Sign Language Interpreting, Deaf and Hard of Hearing Advocacy, and a Clinic (Audiology, Speech & Language Therapy). We are a ~\$4.5M operating budget with less than 50 employees. We are seeking a Client Advocate for our Deaf and Hard of Hearing Services Department in Tacoma to support Region 5&6: Pierce, Thurston, Mason, and Grays Harbor Counties.

This position works in a team of two (2) with another client advocate to provide Case Management, peer counseling, communication strategies, coping skills, and advocacy for individuals who are Deaf and Hard of Hearing, either from birth or late deafened. This position also includes providing trainings, presentations, and outreach event coordination in order to promote our services.

The Deaf and Hard of Hearing Services Department is a close-knit, process-minded team environment that has locations in Bellingham, Seattle, and Tacoma; the staff collaborates to best serve clients of all ages, income levels, and cultures. We work with community partners, such as the WA Office of Deaf and Hard of Hearing (ODHH), the City of Tacoma, Pierce County, and various foundations to advocate for clients to remove communication barriers. This position does not have supervisory duties and does require travel.

Essential Duties and Responsibilities

- Provide resources for clients to deal with public and private agencies through peer counseling.
- Familiarize or train Deaf, Hard of Hearing, and Late-Deafened people concerning government, legal, communication, community, cultural and self-advocacy issues.
- Prepare internal and external monthly reports on services provided.

- Develop and implement action plans to train individuals, government agencies, human service organizations, and other appropriate entities on communication access, legal responsibilities, and the cultural and linguistic needs of the Deaf, Deaf-Blind, and Hard of Hearing.
- Assist in developing and maintaining cooperative relationships with governmental, community organizations, and agencies providing resources for clients.
- Train and assist community partners in using Assistive Communication Technology (i.e., Loop, Assistive Listening Devices, aka ALDs, phone boosters, etc.) for Deaf and Hard of Hearing community members for communication access.
- Develop Video Logs (Vlogs) with information on community resources and services.
- Develop, create and support workgroups, advisory committees, coalitions, and community group meetings in national, state, & local counties/cities as HSDC representative.

Qualifications

Education/Experience:

- Bachelor's degree or equivalent years of experience in Social Work, Deaf Education, Counseling, Social Justice, and/or related fields.
- Expertise in Deaf Culture and legal rights of Deaf, DeafBlind, and Hard of Hearing.
- Training/Experience in communication strategies for hard of hearing and late-deafened.
- Minimum of two years' experience in case management.

Language & Other Skills:

- Proficient in American Sign Language (ASL).
- Proficient in written English and interpersonal communication.
- Ability to collect and monitor data in a database.
- Positive relationship with the Deaf Community, its members, and fellow WA State Regional Service Centers (DBSC & WADHH).
- Individuals should be self-directed, flexible, highly organized, able to prioritize, and exercise a high degree of independent judgment and confidentiality.
- 30% traveling is essential as well as the ability to work evening and weekend hours as needed. Valid driver's license, accessible vehicle, and valid Washington auto insurance preferred.
- Familiarity and ability to use the following: Microsoft Office Suite; All phone equipment (Voice Telephone; CapTel; TTY; Videophone); General office equipment (such as a printer, copier, fax machine)

Environmental Conditions

Generally, in an open office environment with occasional visits to external environments. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. This is a hybrid position requiring 3-4 days per week onsite in the state of Washington.

To Apply:

- 1) Visit [indeed.com](https://www.indeed.com) to apply.
- 2) Email abelo@hsrc.org to send a resume and cover letter (which can be in written form or ASL video ~3min long) that specifically addresses how you are suited to undertake the main tasks of this position and possess the qualifications outlined above.