



DIRECTOR OF ADVOCACY AND COMMUNITY ENGAGEMENT JOB DESCRIPTION

Position:	Director of Advocacy and Community Engagement
Department:	Advocacy and Community Engagement
Accountability:	Deputy Director
Job Status:	Full-time
Classification:	Salary, exempt
Salary:	58k to 62,400k

GENERAL DESCRIPTION:

The Director of Advocacy and Community Engagement is accountable to the Deputy Director and is responsible for significant program strategy, data collection and analysis, program development and implementation. Director will oversee the supervision and coaching of the Advocacy and Community Engagement department as well as providing direct case management and advocacy services to DCS clients and community members. Director will expand on data analysis of demographics review of the deaf, hard of hearing, deafblind and deaf disabled community population in which we serve. Engagement with community based organizations and developing professional networks for resources and collaborations.

ESSENTIAL JOB FUNCTIONS:

- Provides oversight of program services, strategic planning and implementation and recordkeeping
- Develops strategies for effective case management and advocacy to meet the needs of the community
- Collect and review data analysis and statistical tracking of demographics of the deaf, hard of hearing, deafblind, and deaf disabled communities in all regions of San Diego.
- Works with Deputy Director and Executive Director to set program goals, implement initiatives and evaluate effectiveness of services and programs.
- Supervises department staff members and ensures collaborative team work among staff
- Prepares monthly, quarterly, biannual and annual department reports
- Works with team to establish effective department policies and procedures
- Assists in the research and ongoing assessment of community needs for North/South Counties and Imperial County
- Collaboratively works with Community Engagement Coordinator to provides workshops, trainings and attends community meetings educating the public on Deaf rights, ADA, communication access and other anti-discrimination laws
- Works closely and oversees front desk duties along with leadership team.
- Collaborates with Leadership team on trainings for staff.
- Provides program statistical and analytical responses for quarterly and annual reports; including program highlights and accomplishments
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Advocacy

- Provides direct case management and advocacy services through client empowerment strategies with continuous follow through of services
- Provides advocacy in areas of general consumer affairs, immigration, HUD, etc.
- Maintains client file and compliance standards and processes
- Completes and reviews detailed case notes of clients in database systems
- Provides coaching and support to Community Advocate in processes, forms or resources for clients.
- Works with team to establish effective department policy and procedures

- Maintains confidentiality and privacy standards in accordance with agency policies and applicable regulations and laws including HIPAA

Other essential duties

- Maintains an updated inventory of equipment, office supplies and general department items
- Other duties as assigned

EMPLOYMENT STANDARDS:

Education:

- Bachelor's Degree in Human Services, Administration/Management or related field, required
- Master's Degree in Rehabilitation, Counseling, Social Work, Administration/Management or related field, preferred

Experience/Knowledge:

- Minimum of three years of management experience in a social services setting
- Three to five years' experience providing case management, advocacy or client services preferably in a social services setting with deaf and hard of hearing population
- Ability to coach staff in development of job role and performance goals
- Ability to provide and translate analytical responses regarding statistical findings
- Ability to strategically plan program services needs
- Development of curriculum, including workshops, asl videos, group sessions and trainings on advocacy for clients and staff
- Ability to develop and translate policies and procedures for department services and best practices
- Possess a working knowledge of community resources
- Knowledgeable of current issues related to deaf and hard of hearing people and American Deaf culture
- Knowledge about ADA, disability rights and other anti-discrimination laws

Knowledge/Skills:

- Fluency in American Sign Language
- Excellent written English
- Ability to work well in a multi-disciplinary team-oriented, diverse environment
- Effective communication skills, including presentation skills
- Ability to prioritize projects effectively
- Ability to build strong relationships
- Demonstrates flexibility, professionalism and strong organizational skills
- Ability in modality of communicating effectively with a wide variety of communication styles within DHH communities
- Knowledge of how to implement and execute restorative justice in providing quality services to clients
- Possesses excellent case management, problem solving and counseling skills
- Ability to advocate based on the needs of the situation
- Provides development strategies to maximize client capabilities

Other Qualifications:

- Possess reliable transportation and be able to attend off-site activities regularly

Core Competencies

- **Visionary Leadership**-- Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates
- **Teamwork**-- Balances team and individual responsibilities; Exhibits objectivity and openness to others views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Analytical**—Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

- **Communication**—Communicates clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Judgement**—Displays willingness to make decisions; Exhibits sound and accurate judgement; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Strategic Thinking**—Develops strategies to achieve organizational goals; Understands organization’s strengths and weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Initiative**—Volunteers readily; Undertakes self- development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation**-- Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others attention.
- **Diversity**—Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment free environment; Builds and supports equitable workforce.

At-Will: Employment with DCS is an “At-Will” relationship. DCS is an Equal Opportunity Employer

Name

Date

Supervisor

Date