



JOB DESCRIPTION

JOB TITLE:	Community Advocate
REPORTS TO:	Director of ACE
STATUS:	Non-Exempt Full Time
HOURLY PAY:	\$27.88 - \$31.25 Hourly / \$58,000 - \$65,00 Annually

SUMMARY

The Community Advocate is responsible for providing direct client services through intake, assessment, case management, and systems advocacy. This role supports Deaf, Hard of Hearing, DeafBlind, and DeafDisabled individuals by ensuring access to critical services and empowering clients to advocate for themselves. In addition to managing client cases and maintaining thorough documentation, the Advocate participates in community education and outreach, including creating ASL-accessible content, representing DCS at public events, and delivering presentations, workshops, and trainings that promote awareness, equity, and systemic change.

JOB RESPONSIBILITIES

WITH DIRECTOR'S GUIDANCE & APPROVAL:

COMPLIANCE & PROFESSIONAL STANDARDS

- Uphold the standards of DCS in alignment with its mission, guiding principles, and service quality expectations.
- Maintain familiarity with relevant Federal, State, and County laws and regulations, including ADA, HIPAA, mandated reporting, confidentiality, and professional ethics.
- Attend required meetings and trainings, including staff meetings, county meetings, team meetings, and mandated trainings.
- Contribute to the upkeep of a welcoming, professional, and safe office environment.

DIRECT CLIENT SERVICES (1:1)

- Conduct intake assessments and provide ongoing case management services.
- Utilize Salesforce for client intake and case notes to ensure cross department tracking and efficiency.
- Evaluate client needs and provide appropriate advocacy, referrals, and resources.
- Empower clients through education, self-advocacy support, and confidence-building.
- Deliver direct advocacy in various systems, including social security, immigration, housing (e.g., Section 8), medical/Medicare, education/IEPs, and consumer affairs.
- Accompany clients to off-site appointments as needed to provide advocacy and communication support.
- Track client cases to ensure timely, efficient, and effective service delivery.

- Maintain accurate and timely documentation, including case notes, reports, and outcome tracking for quality assurance and program evaluation.

OUTREACH, EDUCATION & REPRESENTATION

- Represent DCS and the Deaf community through presentations, workshops, and public speaking engagements as assigned.
- Deliver presentations tailored to high-level audiences such as hospitals, law enforcement, emergency responders, educators, and administrators.
- Support program outreach through participation in events, booths, and community engagement activities.
- Develop and share ASL-accessible video content (e.g., vlogs) on relevant information and resources.
- Support the program director in nurturing and expanding partnerships, networks, and resource collaborations.
- Contribute to public awareness campaigns to increase understanding of Deaf Culture and the diversity within the Deaf community.
- Maintain and update a comprehensive directory of local and relevant community resources.

ADDITIONAL DUTIES

- Perform other duties as assigned

QUALIFICATIONS:

EDUCATION & EXPERIENCE

- Minimum of two years' experience providing advocacy, client services, or similar work, preferably in a social service setting with deaf and hard of hearing populations
- Bachelor's Degree in Human Services or a related field, preferred
- Master's in Counseling, Rehabilitation, or Social Work, desired

CULTURAL & LINGUISTIC COMPETENCY

- Fluent in American Sign Language (ASL)
- Strong familiarity with Deaf Culture
- Understanding of current issues impacting Deaf and Hard of Hearing communities
- Knowledge of laws protecting the rights of deaf, hard of hearing, deafblind, and deaf-disabled individuals

LEGAL, ETHICAL, & DOCUMENTATION STANDARDS

- Strong knowledge of HIPAA, mandated reporting, confidentiality, professional ethics, and boundaries
- Proficient in documentation and case reporting procedures

COMMUNICATION & INTERPERSONAL SKILLS

- Effective verbal and written communication; presentation skills a plus
- Strong customer service and client engagement skills
- Ability to work collaboratively in a team-oriented, culturally diverse environment
- Demonstrates initiative, collaboration, and sound judgment under pressure

ORGANIZATIONAL & TECHNICAL SKILLS

- Detail-oriented, flexible, and highly organized
- Proficient in Microsoft Office (Word, Excel, PowerPoint), Outlook, and case management databases

PRACTICAL REQUIREMENTS

- Access to reliable transportation

PROFESSIONAL AGREEMENT

Working at Deaf Community Services (DCS) is a career commitment of significant responsibility and high esteem. This role requires dedication and unwavering integrity and carries great personal honor for those who serve in it.

By initialing below, I acknowledge and understand the standards outlined in this agreement, and I am fully committed to meeting these expectations through my dedication and actions. These commitments define the level of performance and conduct required to serve our community effectively and maintain the trust placed in me.

1. Accountability & Responsibility

I am responsible for what I say I will do. _____

I meet deadlines and follow through consistently. _____

I own my mistakes without deflecting responsibility. _____

I communicate openly and promptly when I cannot meet expectations. _____

2. Communication & Emotional Management

I express myself clearly, respectfully, and professionally. _____

I listen carefully and seek to fully understand before responding. _____

I manage my emotions responsibly in the workplace. _____

I address conflicts thoughtfully and constructively. _____

I maintain confidentiality and respect workplace boundaries. _____

3. Quality & Initiative

I hold my work to a high standard of quality and accuracy. _____

I communicate clearly in writing and speech, appropriate to the situation. _____

I take initiative and am proactive within my role, respecting and integrating approval processes as required. _____

I stay organized, prepared, and attentive to detail. _____

4. Teamwork & Support

I collaborate with colleagues to achieve shared goals. _____

I provide constructive feedback and accept it professionally. _____

I support my coworkers consistently and reliably. _____

5. Mission Alignment

I constantly remind myself why we are here and keep the mission and purpose in mind when challenges arise. _____

ACKNOWLEDGMENT & RECEIPT

I acknowledge that I have received, read, and understand the job description, qualifications, responsibilities, and professional agreement associated with my position at Deaf Community Services (DCS). I understand that this document outlines the expectations, standards, and commitments required of me as an employee. By signing below, I agree to abide by the expectations and commitments described herein.

Employee Signature:

Date:

Executive Director Signature:

Date:

Welcome to Deaf Community Services of San Diego