Keystone Deaf and Hard of Hearing Services

Job Description

**JOB TITLE:** Client Services Associate (Lancaster)

**REPORTS TO:**  Director of Client Services of KDHHS

**Hours:**  Part time 30-34 Hours a week

**ESEENTIAL JOB RESPONSIBILITIES & DUTIES:**

* Collaborate schedules/clients with Language Support Specialist and Client services Consultant.
* Counsels and aids individuals and families who require assistance of social service agencies.
* Interviews clients with problems, such as personal and family, finances, employment, food, clothing, housing to determine nature and degree of problem and refers clients to community resources and other organizations that can be assistance.
* Determine client’s eligibility for financial assistance.
* Complete service intake forms daily.
* Collaborates with other professional agencies.
* Translating the written source language to American Sign Language.
* Attend Health Fairs as needed.
* Knowledge of the Americans with Disabilities Act (ADA) relating to Deaf, Deaf Blind and Hard of Hearing Individuals.
* Empowering our clients to advocate for their rights and giving them the resources to do so.
* Advocate for the necessary accommodations that are needed for Deaf, Deaf Blind and Hard of Hearing Individuals. This could involve mediating, negotiating, and navigating the system on behalf of our client needs.
* Promoting a positive, helpful, and friendly environment for our clients.
* Scheduling Client appointments
* Answering VP calls
* Demonstrates social responsibility by respecting the rights and privacy of clients and staff.
* Other job duties as assigned.

**OTHER JOB TASKS:**

Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

High School diploma plus two years of experience in client services. BA/BS degree in social sciences or related field preferred.

Score of Advanced Plus (level 4+) or greater as measured by the Sign Language Proficiency Interview (SLPI) or American Sign Language Proficiency Interview (ASLPI). Familiarity with all language levels.

**SPECIAL SKILLS, KNOWLEDGE, AND ABILITIES:**

Demonstrated knowledge of Deaf culture and special issues facing Deaf, Deaf-Blind and Hard of Hearing consumers is required.

An understanding of the current issues related to Deaf, Deaf-Blind and Hard of Hearing consumers accessing public and social services.

Demonstrated knowledge of laws and regulations pertaining to Deaf, Deaf-Blind and Hard of Hearing consumers

Knowledge and ability to adeptly use technology that is needed to work with the Deaf, Deaf-Blind and Hard of Hearing community.

Requires knowledge of agency software programs

Requires strong organizational skills.

Apply to Champion Personnel

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