

General Description:

The American Sign Language (ASL) benefits counselor will assist consumers with a comprehensive intake, assessment of needs, benefits screening, information and referrals, and ensure appropriate follow-up of services. Although the ASL benefits counselor will work with all consumers, their focus will be on working with deaf and hard of hearing consumers. In addition, individuals will have the opportunity to develop an independent living plan that documents their goals, steps to achieve them, services that will support them in seeking their goals, and outcomes. The ASL benefits counselor will assist individuals in knowing their rights and understanding how to self-advocate. The counselor will engage in advocacy together with and on behalf of consumers, including representation in hearings and appeals.

Reports to: Benefits Supervisor

Duties and Responsibilities:

- Conduct comprehensive intake and assessment relevant to consumer needs including a full benefits review: explain eligibility rules, assist with enrollment and/or recertification, and assist with the appeal process.
- Follow-up with information to consumers about their options for services, service provision applications and rules, and provide appropriate referrals.
- Collaborate with consumers to create plans of service and periodically review the plan for adjustments.
- Provide peer counseling services.
- Identify and work directly or indirectly with individuals who need services to avoid institutional placement or to transition from institutions to the community.
- Stay current on benefits and services available to consumers.
- Ensure all client data and service provision details are current and accurate and that they are documented in a timely manner into CIDNY's and the contracted provider's databases.
- Comply with all confidentiality and HIPAA requirements.
- Complete all required paperwork for consumer files as per agency policy.
- Assist consumers in development and exercise of self-advocacy skills and independent living skill building through active involvement in the achievement of service goals.
- Act as a liaison and/or advocate with other service or benefits providers for consumers.
- Contribute, as needed, to the organization's systems-based advocacy programs by communicating observed barriers/successes related to benefits and services available to people with disabilities, participate in selected advocacy activities and/or identify consumers who are representative of certain systems-based advocacy issues.
- Participate in community outreaches, presentations, and workshops, as assigned.
- Attend agency's in-service training and unit meetings, as well as, any other agency related activities and off-site trainings.
- Perform other program-related duties as assigned.

Qualifications:

Education and/or experience required:

- BA or BS degree with at least 2 years of experience with benefits counseling, or AA degree with at least 5 years of experience in benefits counseling.
- Must be fluent in American Sign Language.
- ASL certification preferred.
- Excellent advocacy, interpersonal, organizational, and communication skills required.
- In addition, the ability to work well independently as well as part of a team.
- Must be computer literate of basic Microsoft Programs and have the ability to learn new applications and database systems quickly; knowledge of Salesforce a plus.
- Respectful and comfortable with persons from different backgrounds.
- Understanding or experience with disability-related issues.
- Multilingual preferred.
- Ability to travel throughout NYC and Albany.

Salary: Commensurate with experience + Excellent Benefits Package

We conform to all laws, statutes, and regulations concerning equal employment opportunities and affirmative action. We strongly encourage women, minorities, individuals with disabilities and veterans to apply to all of our job openings. We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, genetic information and testing, family and medical leave, sexual orientation and gender identity or expression, protected veteran status, or any other characteristic protected by law. We prohibit retaliation against individuals who bring forth any complaint, orally or in writing, to the employer or the government, or against any individuals who assist or participate in the investigation of any complaint or otherwise oppose discrimination.

How to Apply:

Please send a thoughtful cover letter and resume to Paige Munson, Director of Services, pmunson@cidny.org. Please use the job title as the email header.