



Position: Staff Advocate
Location: Phoenix or Tucson
Start: January 2, 2024
Reports To: Program Coordinator and Team Managing Attorney
Classification: Non-exempt, hourly

ACDL is an equal opportunity employer and values diversity, equity, and inclusion. Persons with disabilities are encouraged to apply. If you need a reasonable accommodation during the application process, please contact Natalie Luna Rose at nlunarose@azdisabilitylaw.org.

Position Overview:

To provide advocacy services to applicants and clients of the state Vocational Rehabilitation (VR) system who face barriers to obtaining appropriate VR services designed to promote informed client choice leading to employment and independence for people with disabilities in Arizona. To assist individuals experiencing other barriers to employment, such as discrimination in hiring and employment, post-secondary career opportunities, housing healthcare and transportation. To provide training to people with disabilities and their representatives about their rights under the federal VR rules and regulations and Title I of the Americans with Disabilities Act. To increase awareness of the role of ACDL's Client Assistance Program (CAP) and Protection and Advocacy for Beneficiaries of Social Security (PABSS) program among people with disabilities statewide, the public, and service providers.

Essential Functions & Principal Accountabilities:

Responsible for providing legally-based advocacy services with the assistance of the Program Coordinator and under the supervision of the Civil Rights Team Managing Attorney to individuals who are encountering a conflict concerning VR services, including:

- Working with the Intake Unit and Program Coordinator to ensure appropriate grant allocation.
- Interviewing clients about conflicts with the state Rehabilitation Services

Administration and service providers, investigating issues, and reviewing and analyzing client records to deliver advocacy services.

- Identifying clients' other related legal issues, such as discrimination by employers, postsecondary institutions, and vendors, and reporting them to the Program Coordinator and Team Managing Attorney.
- Reviewing and analyzing applicable federal and state statutes, regulations, and policy and properly applying them in individual client cases.
- Consulting with the assigned Team Managing Attorney and Program Coordinator to develop appropriate legal and advocacy strategies.
- Implementing approved case strategy plans.
- Drafting and editing engagement letters, advocacy letters, informational and closing letters, and mediation agreements under the supervision of the Team Managing Attorney.
- Keeping clients informed of progress and status of service requests.
- Acting as an advocate for clients' rights in informal settings, such as meetings, negotiations, and mediation.
- Keeping electronic case files and Disability Advocacy Database service request information current.
- Providing education and training to individuals with disabilities, their family members, guardians, and service providers, and supporting other state and community-based organizations in relevant training activities.
- Developing and offering outreach to underserved communities, such as rural, indigenous, immigrant, refugee, and culturally diverse communities throughout Arizona.
- Developing written education and training materials, such as PowerPoint presentations, brochures, guides, FAQs, videos and blog posts, regarding VR, transition, employment, and postsecondary topics.
- Working with the Program Coordinator and Team Managing Attorney to address systemic issues facing VR clients before agencies, boards, and legislature, as requested.

- Attending seminars, conferences, and training sessions as appropriate.
- Assisting with completing all required federal, state, and private grant reports for the CAP and PABSS program.
- Assisting ACDL completing quarterly and annual reports.
- Assisting the Program Coordinator and CEO in the development of grant proposals and other activities to secure additional support for the CAP and PABSS Program
- Completing administrative requirements and necessary documentation required by ACDL.

Level of Authority:

This position directly impacts Arizona Center for Disability Law's programs, clients, and staff. This position requires the ability to perform work and make decisions while operating within an approved plan of action in consultation with the Civil Rights Team Manager and with oversight by the Program Coordinator.

Required Knowledge, Skills, and Abilities:

- Bachelor's degree in social service or law-related discipline, or equivalent.
- Three years of advocacy related experience.
- Broad knowledge of quality services for people with disabilities and understanding of challenges facing persons with disabilities.
- Patience and ability to communicate with people of diverse backgrounds.
- Ability to analyze issues quickly and think strategically under the supervision of Program Coordinator and an attorney.
- Excellent written and verbal communication skills.
- Demonstrated interest and commitment to civil rights or public interest work.
- Ability to understand, positively impact and serve people.
- Ability to advocate persistently and assertively while remaining courteous.
- Ability to provide direction and support within a team framework.
- Ability to complete individual case work in a timely manner and coordinate multiple projects and consistently meet deadlines in cases and projects.
- High level of commitment to service excellence, and a high degree of integrity, ethics, and judgment.
- Excellent interpersonal, relationship-building, and collaboration skills to be able to work effectively with others inside and outside of the organization.
- Demonstrated ability to organize and prioritize complex tasks; ability to meet completion deadlines.

- Demonstrated ability to work independently and as a member of a team;
- Demonstrated proficiency using Word, Outlook, and databases;
- Experience with or demonstrated ability to master remote work applications and technologies;
- Interpersonal communication skills, including the ability to mediate, negotiate, and manage both groups and individuals; and
- Demonstrated skills to effectively deal with some callers who are angry, frustrated, or difficult to communicate with.

Management reserves the right to change these duties.

Preferred Knowledge, Skills, and Abilities

- Knowledge of the P&A system.
- Knowledge of the state VR system
- Working knowledge and understanding of related state and federal regulations.

Communication Skills:

Ability to read, analyze, and interpret agency policies and procedures, professional journals, technical procedures, and federal and state regulations. Ability to write reports, correspondence, case notes and procedure manuals, using plain language when necessary. Ability to effectively present information and respond to questions from clients, service agencies and the public. Must be able to provide people with disabilities the opportunity for self-determination and empowerment. Communicate using patience and negotiating skills. Works collaboratively in a team environment.

Working and Traveling Conditions:

The ACDL offers a hybrid telework schedule where the Advocate may work at home and in the office. The Advocate will perform work in an office, remotely, and at times in the community to conduct presentations, at facilities serving individuals with disabilities and VR offices. The Advocate will be expected to occasionally travel within and outside the state, as necessary. The Advocate will be expected to occasionally work during evenings or weekends, as necessary, to accommodate presentations, training, or travel.

Compensation:

ACDL offers a competitive salary, excellent benefits program, a diverse, inclusive and accessible work environment. View a summary of ACDL's employment benefits at this [here](#). ACDL observes all federal holidays.

Disclaimer:

The purpose of this position description is to serve as a general summary and overview of the major duties and responsibilities of the job. It is not intended to represent the entirety of the job nor is it intended to be all-inclusive. Management reserves the right to modify or rescind this position description at any time, with or without prior notice.

How to Apply:

Send resume, cover letter, and a list of a minimum of three professional references to J.J. Rico, Chief Executive Officer, Arizona Center for Disability Law, 177 N. Church Ave, Suite 800, Tucson, AZ 85701, jrico@azdisabilitylaw.org