

STATE OF OHIO (DAS)

CLASSIFICATION

SPECIFICATION

CLASSIFICATION SERIES:

Client Advocate

SERIES NO.:

6949

MAJOR AGENCIES:

Mental Health, Developmental Disabilities

EFFECTIVE DATE:

10/04/2015

SERIES PURPOSE:

The purpose of the client advocate occupation is to provide client advocacy services in accordance with state & federal law and rules governing client advocacy.

At the first level, incumbents provide client advocacy services in accordance with state & federal law and rules governing client advocacy.

At the second level, incumbents plan, implement & coordinate facility-wide &/or community client advocacy program.

This class is restricted for use by state-operated residential facility (e.g., developmental centers, mental health institutions).

JOB TITLE

Client Advocate

JOB CODE

69491

PAY GRADE

09

EFFECTIVE

06/20/1999

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of governmental rules & regulations governing client advocacy service in order to provide client advocacy services in accordance with state & federal law & rules governing client advocacy (e.g., discuss &/or explain client complaints &/or concerns; recommend corrective actions to clients/management; investigate clients' issues; compile data in relation to clients rights; write final disposition).

JOB TITLE

Client Advocate Program Administrator

JOB CODE

69492

PAY GRADE

11

EFFECTIVE

10/04/2015

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of governmental rules & regulations governing client advocacy service in order to plan, implement & coordinate facility-wide client advocacy program.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Client Advocate	69491	12	06/20/1999	09

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides client advocacy services in accordance with state & federal laws & rules governing client advocacy, explains availability of advocacy & client rights services & provides all mandated written materials & information to patients, their families &/or other interested parties upon admittance of & upon request, discusses client problems & makes corrective recommendations, investigates clients' advocacy problems, complaints & inquiries pertaining to their treatment, personal service needs or environment, makes daily rounds of wards to check on clients, reviews unusual incident reports to detect adverse trends (i.e., identifies employees who are repeat offenders violating clients' rights; evaluates corrective action plan; identifies area of non-compliance in client use areas) & reports such for follow-up by higher-level client advocate, participates in problem solving, assists clients having legal problems by contacting Ohio Legal Rights Service, private attorneys or legal clinics & attending hearings when necessary & provides input into advocacy policies & procedures.

Documents confidential investigations of alleged violations of rights & corrective action; compiles data in regard to client rights information for forms, reports, correspondence &/or case histories; maintains files, literature & relevant reference materials.

Participates on facility client rights committees & attends other meetings pertaining to clients' rights; serves as liaison between clients & community to answer questions & provides information concerning clients' rights.

Provides in-service education, ongoing training & consultation to state facility staff to improve their knowledge of clients' rights.

MAJOR WORKER CHARACTERISTICS:

Knowledge of state & federal rules & regulations governing client advocacy service*; social work or mental health technology; interviewing*; public relations*; employee training & development*. Skill in operation of personal computer*. Ability to gather, collate & classify technical information about data, people or things; prepare reports, forms & maintain files; use proper research methods in gathering data; define problems, collect data, establish facts & draw valid conclusions; handle sensitive contacts with clients who are mentally ill &/or developmentally disabled, their families & other interested parties.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in social work or mental health technology.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be exposed to contagious diseases & unpredictable behavior of clients.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Client Advocate Program Administrator	69492	EX	10/04/2015	11

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plans, implements & coordinates facility-wide client advocacy programs for persons who temporarily/permanently reside in state operated residential facility (i.e., develops policies & procedures which promote & protect human rights; monitors & evaluates facilities compliance with established laws & accreditation standards; establishes mechanisms for resolution of client advocacy problems; ensures availability of internal & external services for all clients; provides consultation, training & technical advice to department heads, other staff & volunteers concerning advocacy laws & procedures).

Provides client advocacy services in accordance with state & federal laws & rules governing client advocacy (e.g., explains availability of advocacy & clients' rights services; provides related written material to newly admitted patients, their families &/or other interested parties; investigates clients' advocacy problems, inquiries & complaints pertaining to their treatment, personal service needs or environment, makes daily rounds of wards to check on clients; reviews unusual incident reports to detect adverse trends; ensures that clients have legal representation at hearings, that such services are adequate & that due process is followed).

Prepares reports for facility administration & central office; maintains files, records &/or related correspondence; responds in writing to correspondence pertaining to client advocacy.

Attends meetings related to client advocacy; works cooperatively with facility's citizen's advisory board, legal rights services & other monitoring groups; represents facility on matters concerning patients rights; serves as advocacy liaison with local, state & federal agencies; speaks before community service agencies.

MAJOR WORKER CHARACTERISTICS:

Knowledge of government rules & regulations governing client advocacy services; social work or mental health technology; interviewing; public relations; employee training & development. Ability to gather, collate & classify technical information about data, people or things; prepare reports, forms & maintain files; use proper research methods in gathering data; define problems, collect data, establish facts & draw valid conclusions; interpret extensive variety of technical material in books, journals & manuals; handle sensitive contacts with clients who have mental illness &/or developmental disability or who have behavior disorders, their families & other interested parties.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in social work or mental health technology; 12 mos. exp. in advocating & delivery of client rights services for persons who have been abused, neglected or who have been diagnosed with mental illness &/or developmental disabilities &/or behavior disorders.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Exposed to contagious diseases & unpredictable behavior of clients. At Ohio Veterans' Children's Home: hours may vary according to caseload needs; on-call responsibility 24 hours.