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| **State of MichiganCivil Service Commission** |

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| **Position Code** |

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| Capitol Commons Center, P.O. Box 30002Lansing, MI 48909 |

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| **POSITION DESCRIPTION** |

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| This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position. |

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| **2. Employee's Name (Last, First, M.I.)** | **8. Department/Agency** |
|  | MDHHS-COM HEALTH CENTRAL OFF |
| **3. Employee Identification Number** | **9. Bureau (Institution, Board, or Commission)** |
|  | Director's Office |
| **4. Civil Service Position Code Description** | **10. Division** |
| RIGHTS REPRESENTATIVE-A | Office of Recipient Rights |
| **5. Working Title (What the agency calls the position)** | **11. Section** |
| Senior Rights Advisor | HOSPITALS AND COMMUNITY INVESTIGATIONS |
| **6. Name and Position Code Description of Direct Supervisor** | **12. Unit** |
| CURRINGTON, KAREN; STATE ADMINISTRATIVE MANAGER-1 |  |
| **7. Name and Position Code Description of Second Level Supervisor** | **13. Work Location (City and Address)/Hours of Work** |
| POSTEMA, RAYMIE L; STATE OFFICE ADMINISTRATOR |  / Monday - Friday, 8:00 a.m. - 4:30 p.m. |

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| **14. General Summary of Function/Purpose of Position** |

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| Position serves as a Senior Rights Advisor in a state mental health facility.  Reviews all recipient rights complaints received and completes the required complaint resolution process within the established time frames. Conducts rights investigations in a thorough manner and draws sound conclusions based upon the relevant evidence obtained.  The Senior Rights Advisor handles complex complaints and issues that require advanced knowledge of the Michigan Health Code (MHC) Public Act 258 of 1974. These complex issues and complaints would be cases that involve serious injury, death or sexual abuse, that may result in the termination of facility staff.  Maintains accurate and complete data in the complaint tracking system and in the individual case files. Provides recipient rights training for facility staff and is available for consultation on rights related issues. Interacts with and provides consultation and training for facility recipients as requested or needed. Completes regular monitoring of recipient living units and attends Individual Plan of Service (IPOS) meetings, and other facility meetings as appropriate to ensure rights are being protected during service delivery.  Attends facility meetings as appropriate to ensure Rights Advisor staff are aware of ongoing or changes to hospital guidelines and procedures. The Senior Rights Advisor attends additional meetings, Behavior Management/Treatment Committee, Management, Administrative Staff, Person-Centered Planning, and Policy and Procedure Committee, to provide advice and consultation to ensure compliance with the Public Health Code relevant to recipient rights.  |

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| **15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.** |

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| **Duty 1** |
| **General Summary:** | **Percentage:** | **60** |
| Receives, reviews and investigates allegations of violations of rights of mental health service recipients in the facility.  This includes issues and complaints that are complex in nature and require advanced knowledge of the Michigan Health Code (MHC) Public Act 258 of 1974. These complex issues and complaints would be cases that involve serious injury, death or sexual abuse, that may result in the termination of facility staff.   |
| **Individual tasks related to the duty:** |  |  |
| * Reviews and provides immediate action and responses to priority investigations that involve serious injury, death, or sexual abuse.
* Intervenes on behalf of recipients to resolve allegations of code protected rights.
* Determines, based upon investigation, whether or not allegations of rights violations are substantiated, utilizing statute, policy, and preponderance of evidence.
* Works with central office staff, including Labor Relations, on cases that may result in termination of facility staff.
* Advises facility director as necessary.
* Determines adequate remedial action, including disciplinary action, and recommends such to facility director.
* Issues Report of Investigative Findings or other appropriate documentation for each case and submits to complainant, facility director and to others as appropriate.
* Maintains complaint/report files and data system.
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| **Duty 2** |
| **General Summary:** | **Percentage:** | **20** |
| Monitors facility programs and services to assure recipient rights are protected and promoted. |
| **Individual tasks related to the duty:** |  |  |
| * Visits residential living units on a regular basis to assure that rights are protected and to be available to staff and recipients for consultation.
* Reviews incident reports, 24 hours reports and other documents to monitor for potential rights violations or rights related issues.
* Reviews report from external bodies, e.g., Joint Commission, CMS, public health, MIOSHA, Auditor General, to monitor for rights issues.
* Attends Individual Plan of Service (IPOS) meetings, and other facility meetings as appropriate to ensure rights are being protected during service delivery.
* The Senior Rights Advisor is required to attend meetings such as the Behavior Management/Treatment Committee for patients with difficult behaviors where the Senior Rights Advisor must provide consultation to ensure the facility is not in violation of public health codes pertaining to recipient rights, Management, Administrative Staff, Person-Centered Planning, and Policy and Procedure Committee where the facility is drafting changes to procedures, policies, processes, and guidelines as directed by Federal and State Law, statutes, etc., to provide advice and consultation to ensure the facility maintains compliance with public health codes relating to recipient rights.
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| **Duty 3** |
| **General Summary:** | **Percentage:** | **10** |
| Acts on behalf of recipients to prevent violations and assure facility compliance with statutorily protected rights. |
| **Individual tasks related to the duty:** |  |  |
| * Consults with facility staff regarding review, development and implementation of rights related policies and procedures.
* Confers with facility directors, staff at all levels, and recipients to assure rights protection.
* Provides assistance to recipients, guardians, and interested others in understanding rights guaranteed by the Mental Health Code, and other applicable state and federal law.
* Teaches recipients how to advocate for themselves.
* Assures that rights summaries and information on how to access the rights system are available to all recipients, guardians, interested others and facility staff.
 |
| **Duty 4** |
| **General Summary:** | **Percentage:** | **10** |
| Assists in developing and implementing training to new facility staff, recipients, and family members on recipient rights.  Assists with special project assignments as determined by supervisor and CORR. |
| **Individual tasks related to the duty:** |  |  |
| * Receives continuing education and training in recipient rights and related areas.
* Provides training on rights related issues and the recipient rights process.
* Acts cooperatively with facility contract and agency training staff to ensure that staff at all levels receive basic rights training as well as refresher training as needed. Acts as consultant to training staff to review rights related material.
* Acts as rights information resource to all facility staff and consumers.
* Other duties as assigned.
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| **16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**  |

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| Rights Advisor categorizes complaints and determines whether to handle an allegation (except abuse/neglect) as an intervention or an investigation; completes and processes all Intervention Responses; determines the course of all investigations and gathering of relevant evidence; analyzes evidence to determine if a rights violation occurred based upon a preponderance of evidence; determines appropriate remedial action necessary for substantiated violations and recommends such to facility director; consults with staff at all levels to provide information relative to rights issues and treatment.  Provides recipient rights training to all newly hired facility staff. |

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| **17. Describe the types of decisions that require the supervisor's review.**  |

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| Supervisor reviews variable work schedule needs, investigative reports, remedial action recommendations, case files and file maintenance systems, office and data management systems.  Provides consultation on specific cases and unique situations at request of rights advisor or facility staff. |

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| **18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.** |

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| Some jobs require an employee to work in a hostile environment.Some jobs require an employee to work in adversarial situations. |

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| **19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.** |

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| **Additional Subordinates** |

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| **20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):** |

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| Complete and sign service ratings. |

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| Assign work. |

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| Provide formal written counseling. |

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| Approve work. |

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| Approve leave requests. |

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| Review work. |

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| Approve time and attendance. |

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| Provide guidance on work methods. |

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| Train employees in the work. |

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| **22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?** |

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| **23. What are the essential functions of this position?** |

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| Resolution of recipient rights complaints.Conducting investigations of alleged violations of recipient rights.Training facility staff, recipients, family members, and interested groups.Monitoring units and reviewing facility reports to determine potential rights issues.Providing consultation and technical assistance to facility staff, consumers, family members, and interested groups. |

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| **24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.** |

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| **25. What is the function of the work area and how does this position fit into that function?** |

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| The function of MDHHS-ORR is to provide rights protection for consumers of state operated hospitals and centers and to ensure a uniformly high standard of rights protection for individuals receiving public mental health services through assessment, education and technical assistance.  The Senior Rights Advisor is directly responsible for the rights protection for facility patients and assists in providing consultation and technical assistance as determined by Central Office ORR administration and direct supervisors. |

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| **26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.** |

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| **EDUCATION:** |

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| Possession of a bachelor’s degree in any major. |

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| **EXPERIENCE:** |

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| **Rights Representative 12**Three years of professional experience in the investigation and evaluation of rights complaints, or rights advocacy equivalent to a Rights Representative, including one year equivalent to a Rights Representative P11 or Civil Rights Representative P11. |

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| **KNOWLEDGE, SKILLS, AND ABILITIES:** |

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| As listed on the Civil Service job specification. In addition:Knowledge of the Michigan Mental Health Code, Administrative Rules, DHHS policies and procedures, as well as other applicable state and federal laws and standards.  The employee in this position must be able to research applicable law, rule and policy on a variety of issues.  A knowledge and understanding of behavioral health systems and their rights protection components.  Conflict resolution skills, mediation skills.  Be able to analyze information including clinical and legal and apply to the rights protection process.  Ability to work with persons with a wide variety of educational levels and diverse cultural backgrounds and establish cooperative working relationships.  Ability to handle stress and sensitive situations with composure and confidentiality.  Knowledge and understanding of developmental disabilities, mental illness and physical impairments.  Ability to communicate information clearly both orally and in writing.*The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect, and fairness.* |

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| **CERTIFICATES, LICENSES, REGISTRATIONS:** |

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| ***NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.*** |

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| ***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.*** |

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| **Supervisor** |

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| **Date** |

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| **Indicate any exceptions or additions to the statements of employee or supervisors.** |

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| ***I certify that the entries on these pages are accurate and complete.*** |

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| ***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.*** |

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