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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-E | OFFICE OF RECIPIENT RIGHTS |
| **5. Working Title (What the agency calls the position)** | **11. Section** |
| RIGHTS ADVISOR |  |
| **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 | TBD / M-F 8:00 AM - 4:30 PM |

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

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| Position serves as a Rights Advisor in a state mental health facility.  Reviews 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. Maintains accurate and complete data in the complaint tracking system and in the individual case files. Provides recipient rights training to new facility staff. 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.  |

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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:** | **70** |
| Receives, reviews and investigates allegations of violations of rights of mental health service recipients in the facility. Steps, methods, recommendations, and investigative findings are reviewed by the supervisor to ensure compliance with the Michigan Health Code (MHC) Public Act 258 of 1974. |
| **Individual tasks related to the duty:** |  |  |
| * 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.
* Determines minimally adequate remedial action, including disciplinary action.
* Issues Report of Investigative Findings or other appropriate documentation for each case and submits to supervisor for review before dissemination.
* Maintains complaint/report files and data system.
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| **Duty 2** |
| **General Summary:** | **Percentage:** | **10** |
| 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.
* 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.
 |
| **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:** |  |  |
| * Serves as resource to staff 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.
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| **Duty 4** |
| **General Summary:** | **Percentage:** | **10** |
| Provides training to new facility staff on recipient rights.  |
| **Individual tasks related to the duty:** |  |  |
| * Receives continuing education and training in recipient rights and related areas.
* In coordination with Senior Rights Advisors, provides training on rights related issues, the recipient rights process, and related material.
* Acts as rights information resource to 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 as an intervention or an investigation; completes and processes all Intervention Responses; with supervisor input 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 discusses with staff 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, intervention responses, remedial action recommendations, case files and file maintenance systems, office and data management systems. |

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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 new facility staff on recipient rights.Monitoring units and reviewing facility reports to determine potential rights issues.Provides assistance and serve as a resource 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 assistance.  The Rights Advisor is directly responsible for the rights protection for facility patients and assists in providing 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 9**No specific type or amount is required.**Rights Representative 10**One year of professional experience in the investigation and evaluation of rights complaints, or rights advocacy, equivalent to a Rights Representative 9 or Civil Rights Representative 9.**Rights Representative P11**Two 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 10 or Civil Rights Representative 10. |

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

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| As listed on the Civil Service Job Specification. In addition: 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.  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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| **TO BE FILLED OUT BY APPOINTING AUTHORITY** |

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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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| **Appointing Authority** |

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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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| **Employee** |

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