

CLIENT ADVOCATE

KIND OF WORK

Professional advocacy work

NATURE AND PURPOSE

Under limited supervision, provides advocacy services to state institution patients/residents in order to protect clients' human, civil and legal rights through identification and investigation of violations, representation before hearing and review boards and monitoring corrective actions; performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Identifies violations of clients' rights and dignity so that appropriate courses of corrective action can be taken by interviewing clients, conducting on-site observations through-out the institution, and following investigatory procedures established by statute and the Department of Human Services.

Represents clients' to ensure that their rights are exercised/protected by attending and participating in Review Boards, Special Review Boards, and other proceedings in which the client's rights may be involved, or by obtaining outside representation and assistance when requested by the client.

Reviews current and proposed policies and procedures to determine need for changes by reading proposed policies and existing client rights statutes and regulations and recommending approval or disapproval.

Defines clients' rights issues so that institution policies, procedures and practices protect individual human, civil and legal rights by attending internal committee meetings, participating in quality assurance and program review activities, recording client complaints received, and compiling and reporting data as required by the Department of Human Services.

Trains staff and clients to increase their awareness of client rights and available assistance by developing and presenting orientation sessions, consulting with individual clients, guardians and/or families and employees and/or by providing for training by expert instructors.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Statutes, regulations and rules which protect clients' rights including the Patient's Bill of Rights and the Vulnerable Adults Act sufficient to identify violations of such rights.

The Minnesota Commitment Act sufficient to represent clients at formal and informal proceedings within and outside of the institution.

Legal, financial and other resources available outside of the institution sufficient to obtain representation/assistance for clients.

Treatment/habilitation programming for mentally ill, mentally retarded, chemically dependent and geriatric persons sufficient to advocate for clients' rights in program development and review meetings.

Training and skills utilized by persons who develop, administer and implement treatment/habilitation programs.

Training resources available sufficient to obtain instructors and materials from outside of the institution.

Ability to:

Communicate effectively with verbal and non-verbal persons sufficient to elicit information in an oral interview.

Analyze policies and procedures sufficient to determine the effect on the clients' rights.

Develop and present training sessions sufficient to make staff aware of clients' rights issues and regulations.

Est.: 10/84
Ckd.: 8/92

T.C.:
Former Title(s):