

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: PATIENTS RIGHTS ADVOCATE
DEPARTMENT: MENTAL HEALTH
REPORTS TO: MENTAL HEALTH DIRECTOR

CLASS CODE: 47855
FLSA STATUS: E
DATE: 10/99

JOB SUMMARY AND DISTINGUISHING FEATURES:

Under limited supervision, assists in protecting the legal, civil and human rights of clients in the mental health system; supports clients in articulating their expressed or perceived needs within the context of the mental health and legal arenas. The work consists of responsible professional duties within the area of client service and protection within the mental health area.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Investigates complaints and violations filed by clients regarding their treatment.

Interviews and represents clients during certification and capacity hearings.

Completes legal forms for filing writs of Habeas Corpus, petitions for re-hearings on conservatorship and prepare formal complaints.

Responds to messages left on 24-hour answering system.

Edits relevant policies and procedures.

Develops and revises clients-centered informational materials.

Develops and conducts training for staff, clients, hearing officers, and new Patients Rights Advocates.

Carries out lead worker responsibilities including: training in job skills, assigning and directing work, making recommendations in performance appraisal, and reporting problems to supervisor.

Develops data base for tracking legal issues of conserved clients.

Inspects board and care homes for compliance with state regulations and investigates client complaints.

Assures that clients rights posters are posted in mental health service locations.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Computer Vehicle

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's degree from an accredited four-year college or university in Human Services, or a related field; and,

Two to three years of progressively responsible related experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Valid State Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Principles and practices of conflict resolution.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Applicable state, federal and local ordinances, laws, rules and regulations.

All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

Using tact, discretion, initiative and independent judgment within established guidelines.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.

Communicating clearly and effectively, both orally and in writing.

Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.

Mental and Physical Abilities:

Ability to read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.

Ability to define problems, collect data, establish facts and draw valid conclusions.

While performing the essential functions of this job the employee is regularly required to sit, use hands to finger, handle, or feel, and speak and hear.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet.

file: patrtsad.47855

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.