



OPPORTUNITY

RIGHTS ADVOCATE

STARTING SALARY: \$34,550.00

Job Summary: The Rights Advocate assists people supported by CLS Inc. and their families in the navigation of the recipient rights system. The Rights Advocate also reviews and reports all deaths, reviews all unusual incident reports for Recipient Rights Complaints, Sentinel Events and Critical Health and Safety Concerns, assists the D-WCCMHA ORR in a liaison role, and provides consultation and assistance to CLS Inc. staff and Provider/support staff as it relates to the rights protection system. The Rights Advocate also performs various rights-related contractual functions for CLS Inc.

Reporting Relationship: Reports to the Rights & Advocacy Manager

Duties and Responsibilities: Assists all stakeholders in the CLS Inc. network with navigation of the recipient rights system, the grievance and appeal procedure, and the dispute resolution process. Reviews and follows up on Unusual Incident Reports pertaining to possible Recipient Rights Complaints, Sentinel Events and Critical Health and Safety Concerns. Collects information and follows up with Medical Director on UIR's concerning potential serious illness or injury and medication errors. Obtains Medical Director's signature on appropriate forms to determine if a Sentinel Event is warranted or not. Logs in Unusual Incident Reports into assigned database. Provides quarterly data from assigned caseload/data base as requested by Manager. Files and tracks recipient rights complaints when applicable. Provides advocacy and support related to complaints and complaint processes. Reports and reviews all deaths. Reports via contractual requirements to D-WCCMHA ORR. Conducts a thorough investigation of all identified Sentinel Events and provides a detailed written report of findings. Reports the findings to the CLS Sentinel Event Committee. Functions in the role of Rights Liaison with the D-WCCMHA Office of Recipient Rights. Assisting in the intervention and resolution of Recipient Rights Complaints considered outside of the D-WCCMHA's ORR jurisdiction and insuring that a resolution is made with the assistance of the individual receiving supports, staffing agent and CLS staff. Fulfills contractual rights functions for CLS Inc. as outlined in the MCPN contract with D-WCCMHA. Attends committees such as Sentinel Event, Critical Health and Safety and Recipient Rights Due Process. Attends Circle meetings upon request to assist with rights-related issues. Monitors for rights-related patterns and trends via Unusual Incident Report review and recipient rights data entry and review. Assists in the prevention of rights violations and other Health and Safety Concerns via the established Proactive Plan. Obtains corrective information for all substantiated Recipient Rights cases from Contracted Providers and Credentialed Staffing Agents. Assists with various rights & advocacy related duties as assigned by Rights & Advocacy Manager.

Education and/or Experience: Minimum of a Bachelor's Degree in a Human Services related area. Minimum three years experience working with people with developmental disabilities; previous experience as a rights investigator or advocate is preferred. Working knowledge of the Michigan Mental Health Code and the rights protections system is required. Computer skills required, including word processing, spreadsheets, flowcharts and use of internal and external email. Knowledge of FoxPro and Microsoft systems preferred.

Qualifications and Requirements: Scheduled and non-scheduled local travel is an essential function of this position. Employees are expected to provide their own transportation. Maintenance of a valid driver's license, an acceptable driving record, and vehicle insurance in compliance with State requirements are all continuing conditions of employment. If you must provide alternative forms of transportation, employee is responsible for ensuring that the alternative form of transportation complies with these directives.

Submit Resumes to: Community Living Services, Inc.
Human Resources Department
32425 Michigan Ave. W. Wayne, MI 48184
FAX: 734-467-7636 OR E-mail: aqlenn@comlivserv.com

CLOSING DATE: _____