

**Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County
Position Description**

Job Title:	Clients Rights Officer II	Reports To:	Chief of External Affairs
Department:	External Affairs	FLSA Status:	Exempt
Date:	7-1-09	Salary Grade:	5
REVISED:	1-4-16		
Approved By:	Chief Executive Officer	NBU/BU Status:	Bargaining Unit

PURPOSE

Under the supervision of the Chief of External Affairs, provides a grievance procedure to address alleged rights violations experienced by persons applying for or receiving services from agencies funded by the ADAMHS Board; consults, instructs, and advises the contract agencies and others concerning rights of and responsibilities to persons applying for or receiving services within the system while promoting client advocacy efforts for individuals and groups of clients. Works in close collaboration with the Clients Affairs Officer. Assists in the planning, development and sustaining of a recovery oriented system of care.

DUTIES AND RESPONSIBILITIES

1. Assists in providing ADAMHS Board telephone coverage to receive all inquiries from and provide effective response to consumers, contract service providers, and the general public concerning matters of customer information needs, customer relations, allegations of client rights violations, allegations of client abuse and/or neglect, or client complaints or grievances.
2. Monitors contract service provider's efforts to resolve customer relations problems and client complaints or grievances as prescribed by approved Client Rights Officer program guidelines and procedures. Conducts necessary follow-up with contract service providers to ensure resolution of complaints or grievances has been achieved and written documentation has been received by the Board.
3. Implements and updates approved Client Rights Officer (CRO) program guidelines and procedures.
4. In accordance with approved Client Rights Officer program guidelines and procedures, conducts independent investigation of all allegations of client abuse and neglect and those alleged client rights violations, complaints and unresolved grievances at the contract service provider level, as well as in Adult Care Facilities licensed by the Ohio Department of Mental Health and Addiction Services (OMHAS). Acts as the primary or lead investigator of serious allegations of clients rights violations.
5. Serves as primary contact/source who consults with, educates, and advises ADAMHS Board contract service providers/staff regarding compliance with all applicable laws and regulations, including applicable case law as interpreted by ADAMHS Board Director of Risk Management, and other developments in the field including ADAMHS Board policy and client rights officer program guidelines/procedures.
6. Acts as primary ADAMHS Board liaison to groups/individuals involved in client advocacy, protection of client rights and/or resolution of client complaints.

7. Maintains data on a daily basis to assure an accurate database of all activities related to the client rights officer program.
8. Prepares reports as required by regulation and/or as requested.
9. Implements all policies/procedures of the ADAMHS Board as applicable to client rights.
10. In collaboration with the Clients Affairs Officer, coordinates and facilitates consumer forums on various topics related to health, mental health, social work and client rights as well as meetings of the Action Committee Advocating Change (ACAC).
11. Maintains professional knowledge by attending workshops and review professional publications.
12. Performs special projects as needed or directed.
13. Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Masters Degree in a related human services field including relevant course work or experience.

Demonstrated related experience in an employment or field placement setting.

Demonstrated employment experience in mediation, client advocacy and protection activity.

Professional appearance, attitude and motivation

Demonstrated ability to function independently, attend to detail, work under pressure and prioritize projects.

Possesses strong written and interpersonal communication skills.

Basic personal computer skills.

PREFERRED QUALIFICATIONS

Independent licensure in a related human service field.

Certified Professional Mediator.

Demonstrated experience in working with customer groups from diverse cultural backgrounds.

Extensive knowledge of mental illness, substance abuse, and disabilities and their impact on persons seeking or receiving services; knowledge of conflict resolution, mediation, and negotiation procedures.

PHYSICAL DEMANDS

Traditional office position which may require ability to use and operate office equipment and machines such as computer, telephone, fax machine, copy machine, adding machine and other equipment required to successfully perform the essential duties of this position.

Ability to transport oneself or arrange for transportation throughout the County and State.

WORKING CONDITIONS

No adverse working conditions.

This position description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change in accordance with the needs of the Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County. Since no position description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the job holder's responsibility.

EMPLOYEE ACKNOWLEDGMENT

I have read this position description and discussed it with my supervisor.

Employee

Date

Supervisor

Date