

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION
CLIENT RIGHTS FACILITATOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future professional positions located within the Department of Health Services. Positions allocated to this classification are located in the Division of Long Term Care or the Division of Mental Health and Substance Abuse Services and are responsible for implementation of the client rights program within an institution. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

The positions in this classification are professional positions located within the Department of Health Services, in an institution within the Division of Long Term Care or the Division of Mental Health and Substance Abuse Services. Positions allocated to this class facilitate the processing of patient grievances, develop policies and procedures relative to patient rights in accordance with Chapter 51, Wis. Stats., and Wisconsin Administrative Code DHS 94, and may serve as hearing officer in matters regarding patient rights.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which meet the statutory definitions of supervisor and/or management as defined in Wis. Stats. 111.81(19) and (13) as administered and interpreted by the Wisconsin Employment Relations Commission.

2. Positions which are, for a majority of the time, engaged in the direct provision of patient care or client treatment.
3. Positions which are, for a majority of the time, engaged in professional social work or case management activities.
4. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees typically enter positions within this classification by competitive examination.

II. DEFINITIONS

CLIENT RIGHTS FACILITATOR

Positions in this classification implement the client rights program within an institution within the Division of Long Term Care or the Division of Mental Health and Substance Abuse Services. Positions are responsible for the ongoing planning, development and implementation of a comprehensive client rights program which includes processing grievances, providing consultation to institution management and clinical staff regarding patient rights, and the development of policies and procedures to ensure conformance of the program with appropriate statutes and administrative codes. Positions provide consultation regarding patient rights issues to patients, staff and families; provide training to staff, students, and patients relative to patient rights; and serve as the central point of contact within the institution for Client Rights Examiners.

Representative Positions

Central Wisconsin Center-Reports to the Director of Nursing and serves as a Center-wide advocate for persons with intellectual/developmental disabilities. This position is responsible for conducting thorough investigations and follow up of all accidents, injuries of unknown origin and near miss incidents to ensure client safety. Assists supervisory staff in the identification of prevention and corrective measures to meet regulatory standards. Participates in activities to identify, implement and evaluate investigatory processes related to individual rights. Conducts educational offerings and policy development regarding investigatory processes to ensure prompt reporting, client safety and quality care. Actively participates in quality improvement projects, special assignments and committee work to promote client rights. Utilizes technology to collect data, monitor and analyze incident trends and patterns for systematic review. Collaborates with members of Administrative Staff and interdisciplinary teams to problem solve client rights issues.

Winnebago Mental Health Institute - Reports to an Institution Treatment Director within the institute and is responsible for implementing the patient rights program at WMHI. Responsibilities include: processing grievances; providing consultation regarding patient rights; serving as liaison between institute staff, the division's Clients Rights Office, and the department's Office of Legal Counsel; educating staff, students and patients about patient rights; developing policies and procedures consistent with patient rights legislation; and scheduling and facilitating videoconferencing hearings for courts statewide.

Mendota Mental Health Institute - Reports to the Director of Social Services and is responsible for the implementation of the patient grievance and patient rights program for the institute. Responds to legal issues pertaining to isolation and restraint for the institute in special administrative investigations; represents the institute and provides interpretation and clarification of patient rights issues through membership on various committees; serves as liaison with institute staff, the division's Clients Rights Office, and the Office of Legal counsel; provides consultation to 51.42 boards and their contracting agencies; advises institute management of needed policy changes and policy implications, law changes and court rulings in the patient rights area.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

The Client Rights Facilitator 1 and 2 classifications were created effective October 16, 1994 as part of the Professional Social Services Survey. The classification specification was revised effective June 7, 1998 to eliminate the Client Rights Facilitator 1 level as it was no longer used by the Department of Health and Family Services. This revision was announced in Bulletin CC/SC-87.

This classification specification was modified effective September 6, 2015 and announced in Bulletin DPM-0407- CC/SC to add a representative position for the Central Wisconsin Center and to update the names of the Divisions.

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