

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

CLIENT/RESIDENT AFFAIRS REPRESENTATIVE

JOB DESCRIPTION

Employees in this job serve as the facility's representative in court proceedings regarding patients, prepare related documents, and provide assistance to mental health patients in the handling of their business matters.

There are three classifications in this job.

Position Code Title – Client/Resident Affairs Representative-E

Client/Resident Affairs Representative 8

This is the intermediate level. The employee performs a range of client/resident affairs assignments in a developing capacity while learning the methods, policies, and procedures specific to the work assignments.

Client/Resident Affairs Representative E9

This is the experienced level. The employee performs a full range of client/resident affairs assignments using considerable independent judgment to interpret and apply policies and procedures.

Position Code Title – Client/Resident Affairs Representative-A

Client/Resident Affairs Representative 10

This is the advanced level. The employee serves in one of two capacities: as a lead worker overseeing the work performed by lower-level Client/Resident Affairs Representatives; or, the employee has sole responsibility for the client/resident affairs program at a facility.

NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Represents the facility before the probate court on matters relating to commitment orders, guardianships and other legal matters in which patients may be involved.

Prepares applications and petitions for court proceedings and files legal documents with the court.

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Monitors court proceedings involving patients to ensure compliance with legal requirements.

Prepares court dockets and monitors changes.

Accompanies patients to hearings.

Contacts facility staff to collect information on patients' diagnoses, prognoses, and other related information needed for court proceedings.

Assists in the development of procedures to protect the expenditures, property, and assets of patients and to direct the disposal of unclaimed property.

Provides assistance to patients in settling their business matters by helping them to prepare income tax forms, arranging to meet their periodic financial obligations, filing alien registration forms, protecting assets such as bank accounts and insurance policies, etc.

Develops individualized patient spending plans, in cooperation with program staff.

Processes patient admissions, discharges, and inter-hospital transfers.

Explains regulations, policies and procedures of the Department of Community Health to staff, patients, relatives, and attorneys.

Serves patients with citations, orders, or processes required by law and provide explanations.

Escorts and assists attorneys with patient interviews.

Serves as liaison with the Social Security Administration, Veterans' Administration, Medicaid, and Medicare on behalf of the facility and patients; applies for and coordinates benefits.

Maintains records, prepares reports, and conducts correspondence related to the work.

Performs related work as assigned.

Additional Job Duties

Client/Resident Affairs Representative 10 (Lead Worker)

Determines work priorities, assigns work, and oversees the work of lower-level Client/Resident Affairs Representatives.

Trains employees, explains procedures and methods, and develops methods and procedures for the work area.

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Handles the most difficult cases and advises facility staff on issues related to the patient affairs program.

Coordinates client/resident affairs office functions with other programs in the facility.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of patient business affairs management methods including spending and saving plans, income taxes, insurance benefits, and assistance programs.

Knowledge of legal rights and matters of patients including commitments and guardianship procedures.

Knowledge of the Mental Health Code.

Knowledge of court and administrative rules.

Knowledge of the patient admission, discharge, and transfer process and related legal procedures.

Knowledge of the rules and regulations of the Department of Community Health as related to clients and residents of mental health facilities and their families and guardians.

Knowledge of the attitudes and behaviors of the mentally ill or developmentally disabled.

Knowledge of office practices and procedures.

Ability to gather facts using interview techniques and to explain procedures, policies, and rules.

Ability to maintain records, prepare reports and conduct correspondence related to the work.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Additional Knowledge and Abilities

Client/Resident Affairs Representative 10

Some knowledge of office management practices and procedures.

Ability to instruct employees and evaluate the work of others.

Ability to determine work priorities and allocate work assignments.

Ability to represent the facility administrator before probate court on patient matters.

Working Conditions

Some jobs may require travel.

Some jobs require direct contact with patients.

Some jobs are located in a mental health facility.

Some jobs require the ability to operate a motor vehicle.

Physical Requirements

None.

Education

Educational level typically required through completion of high school.

Experience

Client/Resident Affairs Representative 8

Four years of office support experience involving the processing of patient records, admissions, discharges, transfers, insurance benefits, or business matters in a mental health facility, including two years equivalent to the experienced (E7) level.

Client/Resident Affairs Representative E9

One year of experience equivalent to a Client/Resident Affairs Representative 8.

Client/Resident Affairs Representative 10

Two years of Client/Resident Affairs Representative experience, including one year equivalent to a Client/Resident Affairs Representative E9.

Alternate Education and Experience

Client/Resident Affairs Representative 8

Completion of two years of college (60 semester or 90 term credits) with 15 semester (22 term) credits in such human services subject areas as social work, psychology, or sociology may be substituted for the experience requirement.

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Special Requirements, Licenses, and Certifications

Some jobs require the possession of a valid driver's license.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code
CLRSAFREP

Job Code Description
Client/Resident Affairs Representative

Position Title

Position Code

Pay Schedule

Client/Resident Affairs Representative-E
Client/Resident Affairs Representative-A

CRAFREPE
CRAFREPA

U11-008
U11-010

ECP Group 1
Revised 6/1/06
TeamLeaders