

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION

CLIENT RESIDENT AFFAIRS REPRESENTATIVE

JOB DESCRIPTION

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

Position Code Title - Client Resident Affairs Rep-E

Client/Resident Affairs Representative 8

This is the intermediate level. The employee performs an expanding range of Client/Resident Affairs Representative assignments in a developing capacity.

Client/Resident Affairs Representative E9

This is the experienced level. The employee performs a full range of Client/Resident Affairs Representative assignments and uses independent judgment to make decisions in specific work situations.

Position Code Title - Client Resident Affairs Rep-A

Client/Resident Affairs Representative 10

This is the advanced level. The employee functions as a lead worker overseeing the work of lower-level Client/Resident Affairs Representatives and performing experienced level Client/Resident Affairs Representative assignments; or, the employee has sole responsibility for the client/resident affairs program at a facility.

NOTE: Employees can progress to the experienced level based on satisfactory performance and possessing required experience.

JOB DUTIES

NOTE: Listed job duties are typical examples of work of positions in this classification. Not all duties assigned to every position are included, nor will all positions be assigned every duty. The general description of job duties does not authorize performance contrary to any state or federal licensing or certification requirements.

Represents the facility before the probate court on matters relating to patient commitment orders, guardianships, and other legal matters.

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

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

Prepares and monitors court dockets.

Accompanies patients to hearings.

Collects information from facility staff 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.

Assists 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, and protecting assets such as bank accounts and insurance policies.

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

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

Explains departmental regulations, policies, and procedures to staff, patients, relatives, and attorneys.

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

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.

Prepares and maintains records related to the work.

Performs related work and other tasks as assigned.

Additional Job Duties

Client/Resident Affairs Representative 10 (Lead Worker)

Assigns work to lower-level Client/Resident Affairs Representatives.

Instructs and trains in proper work methods and processes.

Reviews job performance by observing and critiquing work techniques and completed assignments.

Client/Resident Affairs Representative 10 (Senior Worker)

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 and court and administrative rules.

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

Knowledge of departmental rules and regulations 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.

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

Ability to prepare and maintain reports related to the work.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Additional Knowledge, Skills, and Abilities

Client/Resident Affairs Representative 10 (Lead Worker)

Ability to train and oversee the work of others.

Ability to prioritize, organize, and coordinate the work of the unit.

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

Working Conditions

Some jobs are located in a mental health facility.

Some jobs require travel.

Some jobs require the ability to operate a motor vehicle.

Some jobs require direct contact with patients.

Physical Requirements

None

Education

Education typically acquired 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 experience equivalent to a Client/Resident Affairs Representative, 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 one or a combination of the following areas: social work, psychology, sociology, or related human services subject areas may be substituted for the experience requirement.

NOTE: Civil Service can individually evaluate equivalent combinations of education and experience providing required knowledge, skills, and abilities to qualify.

Special Requirements, Licenses, and Certifications

See individual position descriptions.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

CLRSAFREP

Job Code Description

CLIENT RESIDENT AFFAIRS REPRESENTATIVE

Position Title

Client Resident Affairs Rep-E

Client Resident Affairs Rep-A

Position Code

CRAFREPE

CRAFREPA

Pay Schedule

U11-008

U11-010

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01/19/2025