

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

RIGHTS REPRESENTATIVE

JOB DESCRIPTION

Employees in this job complete and oversee a variety of professional assignments to develop, implement, coordinate and provide specialized programs and services to assure protected group members and other individuals equal protection of the laws prohibiting discrimination in the workplace, education, housing, public accommodations, to protect the right of individuals with disabilities, to protect individuals from sexual harassment, to protect and preserve the rights and privileges of military veterans, and the rights of recipients of state mental health services.

There are five classifications in this job.

Position Code Title - Rights Rep Trainee-E

Rights Representative (Departmental Trainee) 9

This is the entry level and serves as a parallel classification to the Rights Representative 9 for classified state employees who do not possess a degree. The work performed is identical to an entry-level Rights Representative 9; i.e., the employee carries out a range of professional rights representative assignments while learning the methods of the work.

Position Code Title - Rights Representative-E

Rights Representative 9

This is the entry level. The employee carries out a range of professional rights representative assignments while learning the methods of the work.

Rights Representative 10

This is the intermediate level. The employee carries out an expanding range of professional rights representative assignments in a developing capacity.

Rights Representative P11

This is the experienced level. The employee performs a full range of professional rights representative assignments in a full-functioning capacity. Considerable independent judgment is required to carry out assignments that have significant impact on services or programs. Guidelines may be available, but require adaptation or interpretation to determine appropriate courses of action.

Position Code Title - Rights Representative-A

Rights Representative 12

This is the advanced level. The employee may function as a lead worker or senior worker. At this level, employees are responsible for overseeing the work assignments of other professionals or have regular assignments which have been recognized by Civil Service as having significantly greater complexity than those assigned at the experienced level.

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.

Receives and investigates alleged rights violations to determine whether there has been a violation; assures that remedial action in the appropriate forum is initiated when a violation of rights has occurred.

Provides groups and individuals with basic knowledge of their guaranteed rights.

Provides assistance with respect to the achievement and maintenance of an individual's rights in the workplace, within physical and mental health services systems, veteran's services, elderly assistance, and economic development.

Meets with private officials, groups and individuals to advise, educate and/or persuade them to act.

Works with groups and communities to identify, address and solve their problems, concerns and needs.

Advocates equal opportunity and affirmative action by those segments of the public involved with these programs.

Locates, coordinates and uses federal, state, local and private agency services for the assistance of groups and individuals.

Collects and analyzes information from the agency and/or community which may suggest modification to existing or proposed legislation, policies or procedures; researches alternatives and prepares recommendations.

Conducts fact-finding conferences to assess claims of rights violations; subpoenas and interviews witnesses, and questions respondents and claimants.

Negotiates settlements and remedial actions; prepares, as necessary, reports for legal action.

Monitors on-going agency/facility reports to assure compliance with remedial action on apparent rights violations.

Conducts special surveys and provides information as requested.

Assists in the review, preparation, and editing of agency publications, newsletters, press releases, and reports.

May serve as an advocate for recipients of Mental Health Services to prevent violations of rights protected by the Mental Health Code.

Conducts employee orientations and in-service and staff development programs on the protection of rights; provides special emphasis on the protection of recipients from abuse, and the policies and procedures to be followed by employees.

Plans, coordinates and/or attends workshops, conferences, hearings, and meetings.

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

Performs related work as assigned.

Additional Job Duties

Rights Representative 12 (Lead Worker)

Oversees the work of professional staff by making and reviewing work assignments, establishing priorities, coordinating activities, and resolving related work problems.

Rights Representative 12 (Senior Worker)

Performs on a regular basis professional rights advocacy assignments which are recognized by Civil Service as more complex than those assigned at the experienced level.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, 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 state, federal and local statutes, orders, court rulings, and programs affecting civil rights.

Knowledge of investigative and interviewing techniques.

Knowledge of labor and management employment practices and policies.

Knowledge of departmental programs, services, policies, and procedures.

Knowledge of the methods and procedures used in collecting, analyzing, interpreting, and reporting data.

Knowledge of programs and services available to protected groups.

Knowledge of the techniques of effective investigation and conciliation of cases involving alleged discrimination.

Knowledge of the resources that can be employed to assist protected groups.

Ability to interpret laws, rules, policies, procedures, and regulations uniformly.

Ability to maintain an impartial attitude in the investigation and conciliation of rights problems.

Ability to negotiate settlements on rights complaints.

Ability to speak before groups and conduct meetings.

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

Ability to communicate effectively.

Ability to maintain favorable public relations.

Additional Knowledge, Skills, and Abilities

Rights Representative 12 (Lead Worker)

Ability to organize and coordinate the work of others.

Ability to set priorities and assign work to other professionals.

Working Conditions

Some jobs require an employee to work in adversarial situations.

Some jobs require an employee to work in a hostile environment.

Physical Requirements

None

Education

Possession of a bachelor's degree in any major.

Experience

Rights Representative 9

No specific type or amount is required.

Rights Representative 10

One year of professional experience in the investigation and evaluation of rights complaints, or rights advocacy, equivalent to a Rights Representative 9 or Civil Rights Representative 9.

Rights Representative P11

Two years of professional experience in the investigation and evaluation of rights complaints, or rights advocacy equivalent to a Rights Representative, including one year equivalent to a Rights Representative 10 or Civil Rights Representative 10.

Rights Representative 12

Three years of professional experience in the investigation and evaluation of rights complaints, or rights advocacy equivalent to a Rights Representative, including one year equivalent to a Rights Representative P11 or Civil Rights Representative P11.

Alternate Education and Experience

Rights Representative (Departmental Trainee) 9

Education-

Educational level typically acquired through completion of high school.

Experience-

Four years of experience as an advanced 9-level worker in an ECP Group One classification.

OR

Three years of experience as an E9, E10, or E11-level worker in an ECP Group One classification.

OR

Two years of experience as an experienced level worker in an ECP Group One technician or paraprofessional classification.

OR

Two years of experience as a first-line supervisor in an ECP Group Three classification.

OR

One year of experience as a second-line supervisor in an ECP Group Three classification.

*Paraprofessional classifications are those requiring an associate's degree or two years of college.

Educational Substitution-

College credits may be substituted on a proportional basis (one year of college education may substitute for one quarter of the required experience) for up to one half of the required experience.

Special Requirements, Licenses, and Certifications

None

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

RIGHTSREP

Job Code Description

RIGHTS REPRESENTATIVE

Position Title

Rights Rep Trainee-E

Rights Representative-E

Rights Representative-A

Position Code

RIGHPTRE

RIGHREPE

RIGHREPA

Pay Schedule

NERE-002P

W22-011

W22-044

JZ

03/25/2018