

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

COMMUNITY SERVICES ADVOCATE

I. INTRODUCTION

A. Purpose Of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future positions that are requested to serve as a community client advocate regarding the attainment of state services (e.g., vocational rehabilitation, training, etc.) and the appeal of service requests denied by another agency. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future; rather, it is designed 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

This classification encompasses positions that are requested to serve as a community client advocate regarding the attainment of state services (e.g., vocational rehabilitation, training, etc.) and the appeal of service requests denied by another agency. Positions allocated to this classification educate clients about the processes involved in applying for, obtaining and/or maintaining state services; investigate complaints; and represent clients in the appeal process as requested. The position may deliver public presentations on program services, law changes, etc. The position will maintain program data on client contacts, referrals, and cases.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which, for a majority of the time, perform duties that are more appropriately classified as Vocational Rehabilitation Counselor.
2. Management, professional, and supervisor positions, as defined in s. 111.81, Wis. Stats.

3. Positions which, for a majority of the time, perform duties related to social services activities that require a social services background and/or education and which are more appropriately classified as Social Services Specialist or Social Worker.
4. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter this classification by competitive examination.

## II. DEFINITIONS

### COMMUNITY SERVICES ADVOCATE

This classification encompasses positions that are requested to serve as a community client advocate regarding the attainment of state services (e.g., vocational rehabilitation, training, etc.) and the appeal of service requests denied by another agency. Positions allocated to this classification educate clients about the processes involved in applying for, obtaining and/or maintaining state services; investigate complaints; and represent clients in the appeal process as requested. The position may deliver public presentations on program services, law changes, etc. The position will maintain program data on client contacts, referrals, and cases.

#### Representative Position:

Client Services Advocate; Client Assistance Program; Department Of Agriculture, Trade And Consumer Protection: This position functions to provide statewide assurance that persons with disabilities are informed about and understand their rights to receive services through the Division of Vocational Rehabilitation (DVR) and Independent Living Centers. Under the technical direction of the Client Assistance Program Specialist, the position furnishes information, education and advocacy services statewide to people with disabilities that are seeking services funded by the federal Rehabilitation Act. The position is responsible for investigating complaints on a statewide basis to determine if client rights have been violated under the Rehabilitation Act as well as advocates for and represents clients at all levels of the Vocational Rehabilitation appeal process when requested. The position also researches law changes, disseminates information on the Client Assistance Program (CAP), and maintains agency data.

## 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

This classification was created effective October 6, 2002 and announced in Bulletin MRS-SC-143.