

**STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION**

**CLIENT RIGHTS SPECIALIST**

**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, confidential positions located within the Department of Health Services, Division of Mental Health and Substance Abuse Services, Client Rights Office; and the Department of Children and Families, Bureau of Milwaukee Child Welfare. 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 professional confidential positions located within in the Department of Health Services (DHS), Division of Mental Health and Substance Abuse Services (DMHSAS), Client Rights Office (CRO); and the Department of Children and Families (DCF), Bureau of Milwaukee Child Welfare (BMCW). Positions allocated to this classification in DHS spend the majority of the time providing protection of the rights of clients of the Department as mandated by sec. 51.61(5) Wis. Stats. by conducting grievance investigations for clients who live in the Centers for the Developmentally Disabled and/or the Mental Health Institutes. Positions investigate alleged rights violations, including allegations against facility staff members, policies and/or procedures, and provide training and consultation to department staff, clients and others regarding client rights. Positions allocated to this classification in DCF spend the majority of the time providing investigation and resolution of complaints and allegations of violations of Wisconsin State Statues related to child welfare, including, but not limited to, chapters on child placement agencies, kinship care, safety and foster care.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which meet the statutory definitions of supervisory or management as defined in Wis. Stats. 111.81(19) and (13) as interpreted and administered by the Wisconsin Employment Relations Commission.
  2. Positions which do not meet the statutory definition of confidential as defined in Wis. Stats 111.81(7) as administered and interpreted by the Wisconsin Employment Relations Commission.
  3. Positions which are engaged in conducting inspection surveys of long term care providers a majority of the time and are more appropriately classified as Health Services Specialist.
  4. Positions which, for a majority of the time, investigate alleged or actual criminal acts in support of law enforcement agencies.
  5. Positions which, for a majority of the time, investigate inmate complaints in adult correctional facilities and are more appropriately classified as Institution Complaint Examiner.
  6. Positions which are located in institutions operated by the Division of Mental Health and Substance Abuse Services and the Division of Long Term Care and, for a majority of the time, perform investigations of alleged rights violations specific to the particular institution and are more appropriately classified as Client Rights Facilitator.
  7. All other positions which are more appropriately identified by other classification specifications.
- D. Entrance Into This Classification

Employees enter positions within this classification by competition.

## II. DEFINITION

### CLIENT RIGHTS SPECIALIST

This classification encompasses professional confidential positions located within in DHS/DMHSAS/CRO or DCF/BMCW. Positions allocated to this classification spend the majority of the time providing protection of the rights of clients of the department by investigating alleged rights violations of state statutes related to the developmentally disabled and mental health institute residents or to child and family welfare, including allegations against facility staff members, child placement and/or care agencies or staff, policies and/or procedures. Positions provide information, training and consultation to department staff, clients and others regarding client rights and the complaint resolution process and may serve as a witness in court actions relevant to the investigation and disposition of complaints as needed.

#### Representative Positions:

DHS/DMHSAS/CRO: Under the general supervision of a Client Rights Supervisor this position provides protection of client rights in the Division of Mental Health and Substance Abuse Services for the Developmentally Disabled and DMHSAS Institutes as mandated by sec. 51.61(5), Wis. Stats. The position provides training and consultation regarding client rights laws and related issues to department staff, clients and others; conducts special assignments and investigations; and identifies systemic problems needing long-term follow-up. Responsibilities include consultation with Client Rights Office

staff, Client Rights Facilitators and other division and agency staff about issues relevant to client rights and the Client Rights Office functions. The position is responsible for proposing changes in administrative rules, client rights laws, and the division grievance procedure that are necessary for and consistent with maintaining objectives of client rights.

DCF/BMCW: Under the general supervision of the Director of the Bureau of Milwaukee Child Welfare (BMCW), this position is responsible for responding to and investigating complaints and concerns from clients and other stakeholders of the BMCW or its vendor agencies. These investigations could include alleged children and family rights violations under Wisconsin State Statutes related to child welfare including, but not limited to, child placement agencies, foster care, kinship care, including allegations against staff members. This position provides both information and assistance in problem resolution with management, consumers/clients, legislators and the general public. This position will gather information and work towards resolution to provide customer satisfaction. This position will assist DCF legal counsel by compiling information and serving as a witness in court in litigation relevant to the investigation and disposition of complaints as needed.

### **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.

### **III. ADMINISTRATIVE INFORMATION**

This classification was created effective August 7, 1994 and announced in Bulletin CC/SC-25 as a result of the nonrepresented Professional Social Services related Personnel Management Survey. Effective May 20, 2001 and announced in Bulletin CLR/SC-130 the classification was assigned to pay schedule and range 81-04 as a result of the broadbanding of the nonrepresented classifications. The classification was modified effective June 6, 2010 and announced in Bulletin OSER-0267-CLR/SC to incorporate the positions in the Department of Children and Families' Bureau of Milwaukee Child Welfare that protect client rights by investigating client complaints and allegations of violations of the state statutes related to child welfare and the resolution of those complaints.

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