

Effective Date: August 7, 1994

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

CLIENT RIGHTS SUPERVISOR

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 supervisory positions located within the Department of Health and Social Services, Division of Care and Treatment Facilities, Administrator's Office. Positions allocated to this classification supervise Client Rights Specialists and direct the activities of the Client Rights Office. 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.

B. Inclusions

This classification encompasses professional supervisory positions located within the Division of Care and Treatment Facilities (DCTF). Positions develop and implement system processes to monitor, improve and evaluate the efficient and effective operation of the client grievance procedure and other client protection systems. Positions recommend hiring, transfer, suspension, layoff, recall, promotion, discharge, assignment, evaluation, discipline and adjustment of grievances of subordinate employees.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of supervisor as defined in Wis. Stats. 111.81(19) as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which supervise teams of Health Services Specialists who conduct inspection surveys of long term care providers a majority of the time and are more appropriately classified as Health Services Supervisor.
3. Supervisors of positions which are involved in the investigation of alleged or actual criminal acts in support of law enforcement agencies a majority of the time.
4. Supervisors of positions located within the institutions of the Division of Care and Treatment Facilities.
5. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competitive examination.

II. DEFINITIONS

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Positions in this classification supervise the Division of Care and Treatment Facilities' Client Rights Office to ensure protection of legislatively mandated rights under s. 51.61(1), Wis. Stats., for patients in the Centers for the Developmentally Disabled and the Mental Health Institutes. These positions supervise professional level employees who are responsible for enforcement of the provisions of the DCTF grievance procedure and monitor compliance with the procedure by the DCTF institutions; advise the Administrator on matters of clients' rights policies related to the role of the Client Rights Office; develop and implement system processes to monitor, improve and evaluate the efficient and effective operation of the Division grievance procedure and other client protection systems; coordinate treatment programs with other consumer and client protection systems within the department and throughout the state; and provide central office leadership to enable development, enrichment and continuation of client rights goals to Division and Department staff.

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.