

DHHS ADVOCATE

DESCRIPTION: Under limited supervision, from the Communication and Legislative Services Division Administrator, is responsible to receive, investigate, respond, and resolve questions, concerns, and complaints from clients, consumers, citizens, business, family/relatives, service providers, DHHS employees, and elected officials. The incumbent is responsible for problem identification and working with multiple parties to respond to complaints/concerns to promote solutions.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Receive and respond to contacts received from general citizens, clients and other parties with questions or concerns related to DHHS program areas and related programs/services outside of the DHHS system. Independently determines the appropriate methodology to effectively address concern or complaint.

Gather and analyze information from callers, DHHS data systems, DHHS staff, and other parties to determine nature of issue and viable solutions.

Incumbent utilizes both extensive DHHS program knowledge and principles/practices of customer service culture to determine if the system has properly interpreted and applied ruling regulations and laws and/or system has provided an appropriate customer service culture.

Assesses individual questions/concerns/ complaints and directs them to the appropriate DHHS or other program area.

Function as a consultant or advocate for clients or DHHS staff to assist in the application and explanation of regulations in complex or contentious situations.

Takes action on information when identified to be a legitimate concern or inaccuracy, such as providing consultation to staff, recommending modifications or changes to decisions, or providing oversight to see that concerns or complaints are addressed.

Collects and maintains contact data and prepares annual report. Analyzes data trends and patterns to identify policies and practices to be reviewed for possible modification.

Assists management in the analysis of the effectiveness of the advocate program to determine program philosophy, practices, policies, structure, reports and quality assurance.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

(These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: the facilities, programs, organization, and operation of DHHS, other State agencies and non-profit/public sector industry related to DHHS programs and government operating procedures; State and Federal law regarding DHHS programs; DHHS rules, regulations, policies, and procedures, DHHS data systems.

Ability to: analyze and help resolve complex and high impact client concerns and situations; investigate and evaluate complex situations to determine appropriate DHHS program action; interpret laws, regulations, and procedures; persuade and advocate on behalf of the client or system; implement a systemic customer culture.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance and/or other evaluations.)

Knowledge of: human relations, interviewing and facilitation techniques, DHHS programs, and customer service culture principles and practices.

Ability to: exercise professional judgment in analyzing situations, maintain objectivity while functioning as an advocate, effectively interact with program officials, interpret federal and state laws, communicate effectively with wide variety of people, effectively deal with people who believe that they have not been treated fairly, work independently, and be tactful and diplomatic in stressful situations.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/ or experience.)

Any combination of training and/or work experience that will enable the incumbent to possess the required knowledge, skills and abilities. A general guideline would be post high school coursework in Behavioral or Human Services and independent work experience in social/human services including interviewing, investigation and upset clients.