DISABILITY RIGHTS MICHIGAN
JOB DESCRIPTION

JOB TITLE: Investigator - Advocate – CAIR (Community and Institutional Rights) Team

REPORTS TO: Director of Advocacy

JOB SUMMARY:
This position provides advocacy, information and referral, facility monitoring and reporting to people with disabilities. As such, issue team assignments may vary from time to time, depending on the focus areas and needs of the agency.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Establishes and maintains presence in assigned facilities and monitors conditions and systemic issues as required to meet focus areas and objectives. Identifies and reports significant issues, problems or concerns to appropriate DRM team(s).

2. Provides timely investigation and direct advocacy assistance, including information and referral, technical assistance and representation to clients in accordance with agency policy/procedures and approved focus areas.

3. Works as a team member with other staff on approved projects.

4. Contributes to the development of written material, EXCHANGE or other publications, in accordance with agency goals and objectives.

5. Assists with the development, evaluation and implementation of focus areas, goals, objectives and work plans.

6. Follows Casework Standards and guidelines of agency and maintains complete confidentiality and documentation of advocacy efforts.

7. May provide analysis and response to proposed legislative, regulatory and/or policy changes proposed by federal and/or state agencies or other appropriate entities, as assigned.

8. May design, implement and evaluate training programs and workshops for persons with disabilities, parents/guardians, consumer groups, service providers, and others regarding the rights of persons with disabilities.

9. Assists in providing technical assistance and consultation to other staff or interns about case strategies and/or case management.

10. Establishes and maintains effective working relationships with advocates, service providers, and consumer groups.
11.Contributes to monthly, biannual and annual reports to inform the Board of Directors, Advisory Council, and Executive Staff of intakes, case and project activities.

12.Regularly attends team area and agency staff meetings, trainings and in-service programs as required.

13.Completes administrative requirements and necessary documentation required by the agency.

14.Perform related duties as assigned.

QUALIFICATIONS: REQUIRED

1. Bachelor’s degree in human services field or equivalent education/experience in human service field, disability rights, or investigations.

2. Demonstrated effective communication and problem-solving skills, including ability to mediate, negotiate, manage groups and individuals.

3. Demonstrated ability to organize and prioritize complex tasks.

4. Basic skills in using computers, including word processing and database.

5. Demonstrated commitment to the civil rights of all people and the ability to work with individuals from a variety of disability characteristics and cultural backgrounds.

6. Demonstrated ability to work independently and as a member of a team. Must be a self-starter.

7. Demonstrated knowledge of systems providing services to people with disabilities.

8. Ability to maintain confidentiality.

9. Willingness to travel and to work evenings and weekends when necessary.

10. Skills to effectively deal with and negotiate through confrontational situations and stressful interactions.

11. Successfully complete background check.

QUALIFICATIONS: PREFERRED

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.
1. Experience in monitoring conditions and systemic issues in facilities.

2. Knowledge of public health systems and services in Michigan.

3. Working understanding of the rights protection, mental health, child welfare, and juvenile justice systems in Michigan.

4. Ability to be flexible in work assignments.

5. A congenial personality and a sense of humor.

WORKING ENVIRONMENT:

1. Normal office environment with little discomfort or exposure due to unfavorable working conditions.

2. Work involves travel to various locations throughout the State, along with some travel outside of the State, with some exposure to adverse weather, traffic hazards, and the like.