

San Francisco Mental Health Clients Rights Advocates
Patients' Rights Advocate

Job Opening — 32 Hr/Week (expected to go full time July 2019)

Program Description

San Francisco Mental Health Clients Rights Advocates is the state mandated San Francisco County Patients Rights Advocacy agency. The duties of County Patients Rights Advocate are delineated in Section 5520 of the Welfare and Institutions Code. We receive and investigate complaints from or concerning mental health clients receiving services in all licensed community facilities regarding abuse, unreasonable denial or punitive withholding of rights. Advocates are meant to protect and enforce the legal and human rights of Mental Health Clients. We represent the interests as defined by the client so long as they are achievable within our resources. Advocates do not determine what is “appropriate” for the client or in the clients’ “best interest.” Advocates advise clients about their options, the implication of those options and assist clients to make an informed choice. Advocates have the duty to respect the dignity, privacy and self-determination of all clients and treat all they encounter with honesty and respect.

The new advocate will be focused on cultivating a training and outreach caseload. We look to inform a wider range of providers and mental health service recipients about their rights. We are seeking candidates that have experience working with mental health clients in acute or community settings. Please elaborate on any experience working with diverse groups within the city, and and experience providing them services (language, social, cultural, etc.)

Advocate Role

Each team member functions primarily as an advocate, offering client-driven, expressed goals services that seek to protect and enforce the legal and human rights of clients in a way that respects the dignity, privacy, and self-determination of all clients. Advocates must be able to investigate and assess complaints and screen for legal problems. They are expected to work effectively and respectfully with service recipients and providers, public administrators, community groups, and the judicial system. Advocates must be able to determine the rights of the client in the situation, the responsibilities of the provider and find a resolution agreeable to the client within the scope of SF MHCRA's practice. They may also need to mediate, report, or involve oversight or licensing agencies. As a team member, they will also learn and participate in the rights monitoring process.

New advocates are expected to learn to perform the role and responsibilities delineated in CA Welfare and Institutions Code § 5520 et seq. In the following capacities:

- Receiving and investigating complaints from or concerning recipients of mental health services residing in licensed health or community care facilities regarding abuse, unreasonable denial or punitive withholding of rights guaranteed under the provisions of Division 5 (commencing with Section 5000).
- Monitor mental health facilities, services and programs for compliance with statutory and regulatory patients' rights provisions.
- Providing trainings and education about mental health law and patients' rights to mental health providers.
- Ensuring that recipients of mental health services in all licensed health and community care facilities are notified of their rights.