



STATE OF MARYLAND

**DHMH**

Maryland Department of Health and Mental Hygiene

## RECRUITMENT AND EXAMINATION ANNOUNCEMENT

- TITLE:** **PATIENTS' RIGHTS ADVOCATE I (0150) JE**  
**(Vacancy at the DHMH, Resident Grievance System, Baltimore, MD)**
- SALARY:** **\$38,016 – \$59,892 (Grade 15)** Salary reductions may apply per Executive Order 01.01.2009.11 - State Employees' Furlough and Temporary Salary Reduction Plan. See the hiring manager for further details.
- CLOSING DATE:** **Applications must be received by the DHMH Recruitment and Selection Office by 5 p.m. on March 8, 2010 – No postmarks will be accepted.** Only candidates who meet the minimum qualifications will be admitted to the examination for this recruitment. Therefore, it is essential that you give complete and accurate information on the application.
- DESCRIPTION:** This position functions at an advanced level as a healthcare consumer advocate within the Resident Grievance System of the Department of Health and Mental Hygiene. Responsibilities involve: complaint management involving the investigating, medication, negotiating and resolution of complaints; clinical review panels (ensuring residents received due process at Clinical Review Panels); providing information and assistance to residents regarding their health care and civil rights; providing education for staff and residents on patient rights and responsibilities; data management; and organizational management.
- MINIMUM QUALIFICATIONS:**
- EDUCATION:** Possession of a Bachelor's degree from an accredited four year college or university including 15 credit hours in the field of counseling, health, developmental disabilities, mental health, nursing, psychology, social work, special education or a related behavioral science field.
- EXPERIENCE:** Two years of experience providing case management, counseling, health, mental health, nursing, psychology, social work, special education or therapy services in an inpatient or residential setting.
- NOTE:** A Master's degree from an accredited college or university including 15 credit hours in the field of counseling, health, developmental disabilities, mental health, nursing, psychology, social work, special education or a related behavioral science field may be substituted for one year of the required experience.
- PLEASE NOTE:** This is a **position specific** recruitment. Applicants certified to this list will remain eligible only for this particular position for a period of one year. Interested persons need to reapply for any future recruitment for this classification.

*An Equal Opportunity Employer*

Appropriate accommodations for individuals with disabilities are available upon request by calling:  
(410) 767-1251 or MD TTY Relay service 1-800-735-2258.

**APPLY TO:** DHMH, Office of Human Resources' Recruitment & Selection Division, P.O. Box 22330, Baltimore, MD 21203-4330 Submit Maryland State Application - Form MS 100 - **PLEASE NOTE:** Most of our recruitments are an evaluation and rating of an applicant's training and education submitted on the MS-100 and therefore, may not require a written test. For recorded job information call: 410-767-6018. **Internet address:** [www.dhmh.state.md.us/testingerv/index.html](http://www.dhmh.state.md.us/testingerv/index.html)

*Applicants certified to list will receive eligibility for a period of one year; eligibility may be extended beyond one - year period.*