

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification & Salary Guidelines

Occ. Code 5578100

Client Advocate, NS

Grade 18, 23, M-2

5578100

Brief Description of Class

Client Advocates serve as liaison at either the Office for Persons With Developmental Disabilities (OPWDD) or the Justice Center for the Protection of People with Special Needs (Justice Center) to receive and respond to complaints, including abuse and neglect, regarding individuals receiving care or services from New York State.

Distinguishing Characteristics

Client Advocate

Factors that determine the level of Client Advocate include level of independence; facility/agency size and number overseen; and number and level of staff supervised.

Grade 18: performs the full range of tasks but the level of involvement is limited by the size and scope of facility or agency oversight function.

Grade 23: works more independently and sets own priorities based on a review of the work to be performed and knowledge of the facility or agency; serves as a liaison for multiple facilities or agencies.

M-2: coordinates agency-wide initiatives and outreach; oversees statewide advocacy efforts; and may supervise staff.

Illustrative Duties

- Review and answer questions regarding complaints by consulting with appropriate staff.
- Advise and consult with parents, guardians, correspondents, and other interested persons concerning complaints.

- Receive and keep confidential complaint, information, or inquiry from various sources.
- Review and remedy complaints after consultation with agency management.
- When care has not been rendered as required by applicable standards, refer the complaint appropriately.
- Conduct outreach to parents and self-advocacy groups.
- May serve as a Victim Services Coordinator for individuals during adjudicatory processes where individuals may be required to appear as witnesses.
- May assist individuals and families in the preparation and delivery of victim impact statements.

Minimum Qualifications

Grade 18: bachelor's degree and two years of relevant experience. *

Grade 23: bachelor's degree and two years of relevant experience. *

M-2: bachelor's degree and five years of relevant experience. *

*Substitutions: four years of specialized experience or associate's degree and two years of specialized experience may substitute for bachelor's degree; J.D. or master's degree may substitute for one year of specialized experience; Ph.D. may substitute for two years of specialized experience.

Note: Classification & Salary Guidelines illustrate the nature and scope of duties and responsibilities of the exempt classes they describe, and the recommended salary ranges for such classes. These guidelines cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those recommended for appointment at the time the guidelines were written.

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