

**DEVELOPMENTAL DISABILITIES AREA BOARD 10
OFFICE OF ADVOCACY SERVICES**

3530 W. Pomona Blvd., P.O. Box 100 Pomona, CA 91768-0100

MISSION STATEMENT

We are committed to making available advocacy services for individuals who reside at California's state developmental centers who are non-conserved, lack active family involvement, and who choose to accept such assistance. Our goal is to engage volunteers to advocate in a personal, non-biased, and knowledgeable way for the best interests of the people with whom they are matched.

POSITION DESCRIPTION

Position: Volunteer Advocate

Purpose: To provide advocacy services to residents of developmental centers who do not have a conservator nor family involvement.

Responsibilities and Duties:

1. Develop familiarity with the client by spending time with him or her, reviewing the clinical record, talking with staff, and through additional means as appropriate.
2. Represent the interests and wishes of the person he or she is matched with, to the extent that the person is not able to act for him or herself.
3. Spend a minimum of four hours with the client (at least one hour every week).
4. Attend annual and semi-annual Individual Program Plan meetings (IPPs). Attend special IPPs when possible.
5. Determine if there is a need for changes in living arrangements, services, or supports and report such to the Advocacy Services Coordinator.
6. Complete an Assistance Log after each visit and submit to the Office of Advocacy Services before leaving the facility. Complete additional forms as needed.
7. Maintain the privacy and confidentiality of all residents, as well as his/her circumstances.
8. Report to the Advocacy Services Coordinator any significant concerns or occurrences. Immediately report any act of suspected abuse or neglect that has not yet been reported.

Responsible To: Advocacy Services Coordinator

Time Required: Spend a minimum of four hours monthly with the individual.

Commitment: A minimum of six months.

Desired Qualities:

- The ability to form caring relationships with people who have limited comprehension and who may have medical difficulties and/or significant behavioral problems. Every effort will be made to match volunteers with residents with whom they feel comfortable.
- Sensitivity, patience, and high ethical standards.
- Ability to work cooperatively with others.
- Good listening and observation skills.
- Ability to accept direction, guidance, and acquire new information.
- Dependability and flexibility.
- Respect for the resident and a supportive attitude.
- The ability to advocate on an objective basis. Decisions should not be influenced by personal biases or preconceived ideas. Applicants who cannot put aside a bias in terms of living arrangements are not suitable for this position.

Expectation of a Volunteer Advocate:

1. Be screened for appropriateness and have background checks, including fingerprints, conducted prior to participation in the program.
2. Participate in training concerning but not limited to, the developmental service system, person centered planning, advocacy techniques, and consumer rights and responsibilities.
3. Have access to individual client records for those individuals they are assisting and comply with restrictions on the use and dissemination of confidential information.

NOTE: *The office of Advocacy Services is fully committed to maintaining a long, healthy relationship with volunteers and makes available a stipend to cover transportation expense. This remains a volunteer position. This is in no way a position of employment.*