

JOB TITLE: CQT INTERVIEWER, Outpatient Civil Commitment Program

GENERAL FUNCTION: Responsible for conducting site visits to behavioral health facilities across Maryland, conducting interviews with mental health consumers and producing accurate reports. Completes special projects as needed, including conducting interviews with Outpatient Civil Commitment program participants.

REQUIREMENTS:

- Must be a self-identified behavioral health consumer or family member
- Support the values of consumer self-determination and recovery and the involvement of consumers in service monitoring and quality oversight
- Self-motivated individual who displays initiative, good judgment and effective problem-solving skills
- Able to work a varying weekly schedule with frequent statewide travel, including overnights
- Flexible and able to adapt to changes as the program develops and grows
- Excellent oral and written communication skills. Good organizational and time-management skills
- Ability to manage multiple projects simultaneously while maintaining attention to detail
- Demonstrate strong interpersonal skills and ability to work with diverse groups of individuals
- Work effectively in a team environment as well as independently with limited supervision
- Maintain strict confidentiality
- Must have a valid driver's license, a clean driving record and a personal vehicle for use in making site visits
- Must submit to a background check
- General office skills and computer proficiency, including facility with Windows XP, MS Office Suite, Adobe Acrobat

RESPONSIBILITIES AND DUTIES:

- Conducts site visits to public mental health facilities around the State of Maryland, driving to sites and staying overnight as needed, and interview consumer using these services
- Writes, reviews and edits *Site Visit Reports*, ensuring reports are complete, clear and accurate
- Attends meetings with providers and funders
- Completes special projects including but not limited to: data and file management, training, and community outreach
- Handles telephone calls from people with lived experiences and the community, and documents them using the appropriate form
- Schedules interviews for participants in the Outpatient Civil Commitment program
- Completes interviews with these participants and generates detailed reports
- Documents steps taken to achieve grant deliverables for the OCC program
- Attends a monthly stakeholder meeting
- Other duties as assigned

POSITION CLASSIFICATION:

- Full-time (35 hours per week, varying schedule), hourly, non-exempt
- Mileage reimbursement
- Includes vacation, sick, personal leave and holidays
- Full-time benefits