

Job Title	CQT Crisis Program Coordinator
Reports To	Deputy Director, CQT

Job Purpose

In addition to making site visits to mental health facilities across Maryland, conducting interviews with behavioral health consumers and producing accurate reports, they are responsible for creating, tracking, and disbursing Crisis Residential Unit (CRU) reports, Health Care Access Maryland (HCAM) reports, and any Greater Baltimore Regional Crisis Integrated Crisis System (GBRICS) reports, coordinating feedback meetings and contributing to BHA meetings. Time management and attention to detail are essential to the position.

Duties and Responsibilities

- Make site visits to public behavioral health facilities around the state of Maryland, driving to sites and staying overnight as needed, and interview consumers using these services
- Write, review and edit *Site Visit Reports*, working to ensure reports are complete, clear, and accurate.
- Attend meetings with providers and funders
- Special projects including but not limited to: training, publications, and outreach
- COORDINATION OF FEEDBACK LOOP
 - Generate, distribute, collect and monitor completion of *LBHA Response Reports* for CRU, HCAM, and GBRICS reports
 - Coordinate feedback meetings with BHSB
 - Responsible for leading feedback meetings.
 - Coordinate for contributing to BHA feedback meetings.
 - Maintain filing systems, ensuring standardization, fidelity, and confidentiality of program activities
- Coordinator
 - Input and analyze data from Crisis site visits
 - Audit data
 - Schedule three monthly appointments with the Deputy Director to complete outreach calls
 - Maintain phone log to track outreach progress

Qualifications and 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
- Must have a driver's license, a clean driving record, and a personal vehicle for use in making site visits. Must submit to a background check.
- Must be able to work a varying weekly schedule with frequent statewide travel, including overnights.
- Must be flexible and able to adapt to changes as the program develops and grows
- Must be a self-motivated individual who displays initiative, good judgment, and effective problem-solving skills

- Excellent oral and written communication skills. Good organizational and time-management skills. Ability to manage multiple projects simultaneously while maintaining attention to detail.
- Strong interpersonal skills and ability to work with diverse groups of individuals. Must work effectively in a team environment as well as independently with limited supervision. Ability to maintain strict confidentiality.
- General office skills and computer proficiency, including facility with Windows XP, MS Office Suite, Adobe Acrobat

Position Classification

Full time (35 hours per week), non-exempt. Benefits include vacation, sick, personal, and holidays, life insurance, short-term and long-term disability, 403(b) retirement plan, medical, dental and vision insurance, and health savings account.

General Conditions

- Monday through Friday, varying schedule
- Prolonged periods sitting at a desk and working on a computer
- Evening and overnights are required
- Mileage reimbursement
- Reliable transportation
- Must be able to lift-up to 25 pounds at times
- Attend trainings as requested
- Weekly debrief meetings

Travel Requirement

Ability to travel throughout the State of Maryland and attend out of state conferences as requested

Flexible Work Arrangement

Position is FWA eligible. Candidates should be prepared to return to work in the office location as necessary for this position. This position will remain flexible based on the needs of the grant. This includes a combination of work from home days, office days, and site visits. This arrangement is at the discretion of the Senior Director of CQT.

Location

State of Maryland

COVID-19 Requirement

All Consumer Quality Team (CQT) newly hired team members will be required to be fully vaccinated against COVID-19 and must provide valid proof of COVID-19 vaccination. Those who are unvaccinated at the time of hire must be vaccinated prior to their start date or submit the appropriate religious or medical exemption form and receive approval before their start date.

How to Apply

Send a cover letter noting your interest and resume to jobs@mhamd.org.

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