



Job Title	Behavioral Health Specialist and Family Outreach Liaison, CQT
Reports To	Program Manager, CQT

Job Purpose

Responsible for attending monthly youth residential treatment family engagement events to facilitate interviews with guardians of youth in treatment; maintain call logs and document outreach to guardians of youth in treatment. Write accurate reports from these interviews. Maintain a high-level collaboration with the Program Coordinator, as well as participate in making site visits to mental health facilities across Maryland, conducting interviews with mental health consumers and producing accurate reports.

Duties and Responsibilities

- Make site visits to public mental 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: data and file management, training, publications and outreach
- Monthly outreach to RTCs and RICAs to interview guardians at events
- Maintain call-logs for phone interviews with guardians of youth
- Write, review and edit *Phone Call Reports* from these guardian interviews
- Submit findings from *Phone Call Reports* to the Youth Program Coordinator to include in CEO feedback meetings.
- Maintain filing systems, ensuring standardization, fidelity and confidentiality of program activities
- Develop staff enrichment trainings

Qualifications

- Must be a self-identified mental 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 experience with MS Office, 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 overnight work will be required
- Mileage reimbursement
- Reliable transportation
- Must be able to lift-up to 25 pounds at times
- Attend training as required
- Weekly debrief meetings

Travel Requirement

Ability to travel throughout the State of Maryland

Location

State of Maryland

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.

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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