

Director of Consumer Quality Team (CQT)

Position Announcement & Summary

The Mental Health Association of Maryland Inc., a non-profit 501(c)3 organization, is seeking a highly skilled and passionate Director for its Consumer Quality Team. This is an excellent opportunity to join a growing and evolving, high-impact organization. Position is [Flexible Remote Work](#). If you're looking for a new and exciting opportunity, apply now!

Full-time salary, exempt with flexible remote work eligibility. We offer a competitive salary and an excellent benefit package.

Duties and Responsibilities

- Develop and implement strategies to raise awareness of CQT; increase efficiency, expand capacity, and diversify funding sources.
- Provide leadership, training, and supervision of CQT team; cultivate growth and development and enhance cross-functional knowledge, ensuring trauma informed supervision capacity within the team.
- Provide oversight of daily CQT program activities and work collaboratively across internal departments to achieve objectives and support the MHAMD mission.
- Establish and maintain relationships with partner institutions, funding organizations, and stakeholders to maximize information sharing and to achieve objectives.
- Oversee development and implementation of programmatic performance outcome measures and quality assurance reporting, including management of the program evaluation plan.
- Prepare, implement, and manage grant and departmental budgets.
- Staff the statewide CQT oversight committees.

Qualifications

- Demonstrated ability to strategically develop, implement, and manage programs including budgetary planning, oversight, and grants management.
- Strong leadership and managerial experience including staff supervision, training and mentoring, and performance evaluation and development.
- Supports the values of consumer self-determination, recovery, and involvement of consumers in service monitoring and quality oversight.
- Exceptional interpersonal skills, ability to work with and motivate diverse groups of individuals, and ability to work collaboratively and effectively in a team environment.
- Knowledge and experience with CFR HIPAA Privacy Rules and protection of consumer data.
- Advanced computer competencies; experience with O365 and Salesforce, a plus.
- Excellent oral and written communication skills; analytical problem solver.
- Must be a self-identified mental health consumer or family member.
- Reliable transportation and ability to travel statewide.
- Bachelor's degree or equivalent life experience.
- Personal Qualities: ambitious, assertive, inclusive, respectful, adaptable, resilient, and progressive.

Position is full time salaried, exempt, with flexible remote work. We offer competitive salary and full benefit package including paid health, dental, life, STD, LTD, HSA, FSA, 403b and generous PTO.

How to Apply

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

Program & Organization

The Consumer Quality Team of Maryland (CQT) empowers partnerships within the behavioral health community by connecting consumers, providers, and funding agencies. Together, we work to identify, discuss, and resolve problems that consumers experience within the public behavioral health system. CQT records and addresses individual consumer satisfaction with the services they've received to help improve the overall quality of Maryland's behavioral healthcare.

The Mental Health Association of Maryland brings together consumers, families, professionals, advocates, and concerned citizens for unified action in all aspects of behavioral health. We envision a just, humane, and healthy society where everyone is accorded respect, dignity, and the opportunity to achieve their full potential—free from stigma and prejudice.

MHAMd is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity or any other factor protected by applicable federal, state, or local laws.