



Job Title	CQT Interviewer (Full Time)
Reports To	CQT Programs Operations Manager

Job Purpose

The Consumer Quality Team Interviewer (CQTI) will be responsible for conducting site visits at behavioral health facilities across Maryland, completing interviews with mental health consumers, and collecting relevant and actionable feedback.

Duties and Responsibilities

- Conducts site visits to public mental health facilities around the State of Maryland, driving to sites and conducting interviews with consumers participating in programs.
- 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
- Other duties as assigned

Qualifications

- 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
- Required to work 3 to 4 site visits per week
- 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

Compensation Information and Position Classification

Full time, \$25.55/hour (35 hours per week), non-exempt and benefits. Benefits include vacation, sick, personal, and holidays, life insurance, short-term and long-term disability, 403(b) retirement plan, medical, dental and vision insurance, health savings account, and mileage reimbursement.

General Conditions

- Monday through Friday, varying schedule. Evenings, including overnight work
- Prolonged periods sitting at a desk and working on a computer
- Have available/access reliable transportation to ensure punctuality and accessibility to various work locations. Along with a valid driver's license and active automobile insurance coverage.
- Home office or designated space to conduct confidential business including secured access to high-speed internet.
- Must be able to lift-up to 25 pounds at times
- Attend trainings, as required

Travel Requirement

Ability to travel throughout the State of Maryland

Flexible Work Arrangement

Position is FWA eligible but candidates should be prepared to conduct site visits in person at various program locations.

Location

State of Maryland