



Job Title	Data Systems Coordinator, CQT
Reports To	Program Operations Manager, CQT

Our Organization

The Mental Health Association of Maryland (MHAMD) is a statewide nonprofit that unites consumers, families, professionals, and advocates to strengthen behavioral health systems and advance access to quality care. This role supports MHAMD's Consumer Quality Team (CQT), which partners across Maryland's public behavioral health system to elevate consumer experience, identify issues, and drive quality improvement.

Job Purpose

The Data Systems Coordinator ensures CQT's data systems and reporting are accurate, consistent, and actionable. In addition to maintaining workflows and producing reports, this role contributes analysis and interpretation that informs stakeholders and identifies opportunities for quality improvement.

Duties and Responsibilities

- Maintain and improve CQT's core tools, databases, and data workflows for accuracy, completeness and timeliness.
- Own data movement across CQT workflow steps, run data quality checks, investigate outliers, troubleshoot issues, and document resolutions.
- Maintain consistent definitions, data dictionaries, and secure access practices.
- Produce scheduled internal and external reports; maintain a reporting calendar and distribution lists.
- Develop SOPs, templates, and documentation so processes are repeatable and auditable
- Manage permissions, user support, and basic troubleshooting of systems and tools, coordinating with IT and other vendors as needed.

Qualifications

- Bachelor's degree or equivalent. Major may be information systems, data science or research-focused e.g., psychology, sociology, public health.
- Demonstrated analytical ability and experience working with both quantitative and qualitative data (healthcare related a plus).
- Proficiency in O365, Excel, SharePoint, project management and virtual meeting tools.
- Experience with Salesforce, Alchemer, ArcGIS a plus; comfort in learning new software a must.
- Organization & follow-through: comfortable managing repeatable processes and multiple deadlines.
- Interest in behavioral health and/or commitment to improving systems of care. Lived experience as a consumer or family member preferred.
- Strong team player.

Position Classification

Full time, nonexempt 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, and health savings account.

General Conditions

- Background check required.
- Ability to accommodate flexible scheduling.
- Capability to sit or stand for extended periods and ability to lift up to 25 lbs. as necessary to carry out job responsibilities.
- Availability of a designated home office space equipped for conducting confidential business, with secured access to high-speed internet for remote work.
- Have available access to reliable transportation to ensure punctuality and accessibility to various work locations. Along with a valid driver's license and active automobile insurance coverage.

Travel Requirement

A willingness to reliably travel throughout the State of Maryland and attend out-of-state conferences as necessary.

Salary

Salary: \$55,000 – 62,000 annually, commensurate with experience.

How to Apply

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

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.