



<b>Job Title</b>	Consumer Engagement Specialist
<b>Reports To</b>	Program Operations Manager

#### Job Purpose

The Consumer Engagement Specialist (CES) facilitates high-quality interviews during site visits and serves as the primary point of feedback collection. This role is responsible for engaging participants professionally, following established protocols, and ensuring that information is captured accurately and ethically. This work directly impacts the integrity and usefulness of the organization's data and reports.

#### Duties and Responsibilities

- Conduct interviews in accordance with organizational standards, protocols, and ethical guidelines.
- Prepare for site visits by reviewing program context, interview guides, and visit objectives.
- Administer interview tools accurately and consistently.
- Ensure proper consent, confidentiality, and professionalism in all interactions.
- Document responses clearly and submit all interview feedback by required deadlines.
- Flag incomplete, inconsistent, or concerning feedback for review.
- Report any safety concerns, irregularities, or deviations from protocol.
- Participate in training, calibration, and quality improvement activities.

#### 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 judgement and effective problem-solving skills.
- Required to work 3 to 4 days in the community 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.
- General office skills and computer proficiency, including facility with Windows XP, MS Office Suite, and Adobe Acrobat.
- Must submit to a background check.

#### Position Classification and Benefits

Full time (40 hours/week), hybrid, 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, and health savings account.

#### Compensation Information

\$53,144 Annually (\$25.55/hour)

### General Conditions

- Ability to accommodate flexible scheduling.
- Capability to sit or stand for extended periods as necessary to carry out job responsibilities effectively. Proficiency in lifting objects weighing up to 25 pounds when required to fulfill job duties.
- 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.
- Availability of designated home office space equipped for conducting confidential business, with secure access to high-speed internet for remote work.
- Must submit to a background check.

### Travel Requirement

A willingness to reliably travel throughout the State of Maryland.

### Location

State of Maryland

### How to Apply

Send a cover letter noting your interest and resume to [jobs@mhamd.org](mailto:jobs@mhamd.org).

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