Supplement to Application for Consumer & Family Assistance Specialist Position

1. Please summarize your experience in providing information, referral, and advice services on the telephone and in person:

2. What techniques have you used to keep your supervisor informed of your activities when working independently, in the field or with minimal supervision?

3. The grievance process is mandated by law to be made available to all clients receiving services from MediCal funded mental health or substance treatment programs. There are specific statutorily required timelines governing the process of resolving a grievance. Describe your system and techniques to stay organized and keep track of deadlines for completing tasks.

4. Describe your familiarity with County mental health and/or substance use treatment services in Alameda or another county?

5. What does it mean to you when you hear it said that a person has a mental illness?

6. Receiving and resolving grievances from mental health consumers is very similar to providing customer service for a business. What does customer service mean to you? Describe any experience you may have providing customer service.

7. How would you assess your frustration threshold?
    a. What frustrates you?

    b. What do you do when you reach your threshold?

    c. What coping techniques do you use on occasions when your workload was unusually heavy?

8. In your opinion, how does the availability of a grievance process benefit:
    a. Recipients of mental health/substance use treatment?

    b. What benefit do grievances provide to the county's mental health and substance abuse treatment system?

9. There are times when we can't achieve for a complainant the resolution they want from a grievance. Describe what you might do to help clients feel satisfied with your efforts and the grievance process in general even if they don't get the outcome they wanted.

10. Please list/describe any other types of experience and/or abilities which you feel qualify you to perform the duties required as a **Consumer/Family Assistance Specialist** for people with mental illness:

11. Do you have any further remarks or specific questions about this application or the position for which you are applying?