

Mental Health Association of Alameda County
954 60th St., Ste. 10, Oakland, CA 94608
Phone: (510) 835-5010 | Fax: (510) 835-9232

Lead Consumer/Family Assistance Specialist

*******Internal Consumer/Family Assistance Candidates only*******

Due to increased program volume and complexity, the Mental Health Association of Alameda County (MHAAC), is seeking to fill the position of Lead Consumer/Family Assistance Specialist. This position will have overall responsibility for the grievance function performed by MHAAC for Alameda County Behavioral Health and will lead the activities of, and ensure the quality of, grievance activities performed by other MHAAC staff.

MHAAC has conducted grievance investigations on behalf of Alameda County since 2007. MHAAC is a well-established non-profit organization with long term staff that assists and advocates for people with mental health challenges and their family caregivers through programs including the Family Education and Resource Center, the Family Partnership Program and Patients' Rights Advocacy. Together, these programs assist thousands of people with serious mental health issues and family caregivers every year.

MHAAC's current budget is approximately \$4 million dollars.

Lead Consumer/Family Assistance Specialist

The Lead Consumer/Family Assistance Specialist, reporting to the Director of Patient's Rights, will have overall responsibility for the grievance function within the agency. The position will directly respond to and investigate grievances as well as ensure grievances program-wide and resolved thoroughly and within the required time frame.

PRIMARY JOB RESPONSIBILITIES

- ✓ Receive communications from the Consumer and Family Assistance Hotline.
- ✓ Ensure all grievances are resolved at the lowest possible level and within 60 days.
- ✓ Ensure timely and thorough documentation including Grievance Call forms, letter acknowledging receipt of grievance, grievance disposition letter and Grievance Log.
- ✓ Train new Consumer/Family Assistance Specialists.
- ✓ Serves as a model and provides ongoing support to all agency staff who process grievances.
- ✓ Reports performance concerns of Consumer/Family Assistance Specialists to the Director of Patient's Rights.

- ✓ Completes all required reports for the program inclusive of monthly/quarterly/annual reports to Alameda County Behavioral Health.

MINIMUM REQUIREMENTS:

Minimum of five years of experience working as an advocate or case manager within the mental health system and must possess familiarity with the mental health system and wellness and recovery principles.

Experience managing grievances/complaints required.

Excellent verbal and written communication skills.

Working knowledge of Alameda County systems of care highly desirable.

A degree in Social Work, Counseling or related field is desired.

The successful candidate must have a motor vehicle available for daily use, possess a valid California Driver's License, carry vehicle liability insurance with California law, and have an acceptable motor vehicle report, as determined by MHAAC's insurance broker.

The Step One salary for this full-time non-exempt position is \$45,000. Employee benefits include 100% employer paid health, dental and chiropractic coverage for employees and generous time off benefits. A 401 (k) plan is available. The Association is an equal opportunity employer and strives to maintain a diverse workforce.

TO APPLY:

Please email resume and cover letter to:

Jobs@mhaac.org

Please include "Lead Consumer/Family Assistance Specialist" in the title of your email.