

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

**Complaint Investigation Specialist**

Are civil rights important to you? Would you like a career safeguarding civil rights for individuals living with mental illness? If you answer yes to these questions, this position may be right for you!

In Alameda County, thousands of individuals in our community experience mental health crises and many of those people are involuntarily hospitalized in psychiatric facilities (5150). The legislature has acknowledged that many people living with mental illness, especially those treated in inpatient facilities and subject to involuntary detention are particularly vulnerable and benefit from the oversight provided by patients' rights advocates and other professionals trained to conduct investigations and program monitoring. We are looking for an extraordinary individual who is inspired by challenging injustice, is invested in improving mental healthcare and gets satisfaction from helping others in need.

The Mental Health Association of Alameda County (MHAAC) is a well-established non-profit organization with long term staff that assists and advocates for people with mental illness 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 illness and family caregivers every year. MHAAC's current budget is around \$4 million.

**COMPLAINT INVESTIGATION SPECIALIST**

Currently fully remote, the Complaint Investigation Specialist will respond to complaints and perform investigations involving facilities across Alameda County. Once we return to in-person work, the Complaint Investigation Specialist will also monitor facilities that provide mental health treatment for compliance with patients' rights and other mental health statutes. This person will also provide education and consultation to providers in order to help resolve identified problems or support improved or continued compliance. This position helps ensure consumers of mental health care are treated with dignity and receive humane treatment. Other duties include conducting outreach activities and providing educational trainings for professionals. The hours of this position 11:00 a.m. – 7:00 p.m. Monday through Friday, except two weeks of each month in which the employee works Saturday in the place of one of the weekdays (TBD upon hire).

## **PRIMARY JOB RESPONSIBILITIES**

Receives complaints from consumers of mental health treatment, family members and other concerned parties.

Works to resolve complaints at the lowest level possible by working with all related parties.

As needed, engages in investigative activities inclusive of interviews and record reviews and draws conclusions based on evidence to make a determination relative to the substantiation of complaints. Brings recommendations of corrective action to internal program management. Completes investigation reports within required timelines. Maintains investigation files.

Conducts monitoring of mental health facilities throughout Alameda County.

Provides education and consultation to mental health providers related to patients' rights, 5150 requirements and other mental health statutes.

## **MINIMUM REQUIREMENTS:**

A minimum of 2 years of experience conducting investigations and producing investigation reports.

Experience working with vulnerable populations.

Excellent communication skills, both written and oral.

Proficient in Word, Excel, Outlook and a variety of video-based platforms

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

## **PREFERRED QUALIFICATIONS:**

Bachelor's degree

Bilingual in an Alameda County threshold language

Knowledge of federal and state laws governing confidentiality

Experience providing training

Knowledge of the mental health system in Alameda County

The starting salary for this full-time nonexempt position is \$21.15 per hour. 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, cover letter and a writing sample from previous work or academic career that best reflects your writing style to:

[Jobs@mhaac.org](mailto:Jobs@mhaac.org)

Please include "Complaint Investigation Specialist" in the title of your email.