

Consumer & Family Assistance Specialist (Grievance Program)

A PROGRAM OF THE
MENTAL HEALTH ASSOCIATION OF ALAMEDA COUNTY
954 60th Street, Ste. 10
Oakland, CA 94608
(510) 835-5010

MEMORANDUM

TO: All Applicants

FROM: Francesca Tenenbaum, Director of Patients' Rights Advocates

SUBJECT: APPLICATION PROCESS FOR POSITIONS OF PATIENTS' RIGHTS ADVOCATES (100% FTE)

Enclosed is a copy of the application form and a detailed job description for the position of CONSUMER & FAMILY ASSISTANCE SPECIALIST in **Alameda County**.

Mental Health Association of Alameda County
954 60th Street, Ste. 10
Oakland, CA 94608

ATTN: Grievance Specialist Application

A. APPLICATION **DEADLINE**

Applications must be received in the MHAAC office by 5:00 pm on Friday, **03/22/2019**. Intended start date for this position is April 1, 2019. Please submit in person, by postal mail or email application to ptadvocatejob@mhaac.org. Faxed applications will not be reviewed.

B. SELECTION PROCESS

Applications are screened. Finalist applicants are selected and invited to an individual interview(s). Applicants not selected to be interviewed and applicants interviewed and not hired will be notified by mail as soon as feasible after the close of the interview process.

Our office is open 9:00 am to 5:00 pm, Monday-Friday.

Mental Health Association of Alameda County

954 60th Street, Suite. 10
Oakland, California 94608

POSITION AVAILABLE-FULL-TIME

CONSUMER/FAMILY ASSISTANCE SPECIALIST SERVING PERSONS IN ALAMEDA COUNTY

MENTAL HEALTH ASSOCIATION

The Mental Health Association of Alameda County (MHAAC) is an independent, nonprofit organization governed by a volunteer Board of Directors. MHAAC assists and advocates on behalf of persons who have a mental illness and their families.

CONSUMER/FAMILY ASSISTANCE PROGRAM

The Consumer/Family Assistance program assists people who are using or are eligible for Medi-Cal funded mental health services in Alameda County. The program receives complaints or grievances about services from consumers and families, and then works to resolve the problem(s).

THE POSITION

The occupant of this position will be based out of our Alameda County office.

The Consumer and Family Assistance Specialist receives calls from consumers of Mental Health Services (MHS) and/or family members, or other concerned individuals (social workers, etc.) who have grievances regarding their mental health or substance abuse treatment provided via Alameda County Behavioral Health Care Services (ACBHCS). Grievances are used to address dissatisfaction with clinical treatment services for a mental illness or substance use disorder.

The person hired for this position must resolve all grievances in compliance with the Alameda County Behavioral Health Care Services (ACBHCS) Policy: Beneficiary Problem Resolution Process Procedure

• Welfare and Institution Code – CFR Title 42, Chapter 4, Subchapter C, Part 438; CCR Title 9, Section 1795, addresses Consumer Problem Resolution Processes

TYPICAL DUTIES AND RESPONSIBILITIES

- Receive correspondence from the Consumer and Family Assistance Hotline (including email, mail, and face-to-face).
- Receive complaints/grievances from clients receiving mental health and/or substance use treatment services.
- Process all correspondence regarding grievances.
- Work to resolve issues at the lowest possible level for all complainants.
- Assist clients by documenting, investigating, and coordinating a response to the grievance.
- Communicate (phone, written correspondence or in person) with treatment professionals who are working with a client.
- Facilitate a resolution between the consumer and the provider within the mandatory time frames to resolve grievances.
- Refer all clinically related grievances to ACBHS Quality Management personnel
- Resolve all grievances in 60 days.
- Document all client services in the Consumer & Family Grievance Report.
- Compile reports regarding the numbers and types of monthly grievances.
- Maintain logs of calls and contacts and submit to County Behavioral Health Quality Management.
- Assist callers for whom a grievance is not needed or desired by providing support such as information and referral.
- Assure appropriate management of data within the ACBHCS QM structure.

- Other duties as assigned by the Program Director.

QUALIFICATIONS

(Note: relevant experience gained working in a volunteer capacity will be considered in assessing an applicant's qualifications.)

- At least 6 months of experience providing support or advocacy to people with emotional challenges or substance use challenges.
- Demonstrated ability to work effectively and responsibly with minimal direct supervision.
- **Must have a motor vehicle** available for daily use, possess a valid California Drivers License, carry auto liability insurance as required by law, and have an acceptable motor vehicle report, as determined by our insurance broker. (Position requires some local travel to meet clients or personnel at mental health treatment programs that serve Alameda County clients.).
- Possession of high degree of organizational skills and able to demonstrate flexibility when priorities change.
- Ability to maintain the highest level of confidentiality in all work assigned.
- Ability to read, write, speak and communicate in English.
- Ability to work effectively and appropriately within the mental health and other service systems.
- Ability to present a professional appearance both in dress and demeanor. Able to work with a positive attitude and remain calm when presented with frustration.
- Must demonstrate respect and compassion for patients and act to support patient's ability to be self-determining.
- Personal stability and an ability to work well under pressure.
- Possession of problem solving, decision making and critical thinking skills.
- Ability to effectively interact with a diverse community population.
- Ability to work professionally and effectively with people with mental illness.
- Ability to maintain poise and exercise diplomacy in contacts with partners, visitors, and fellow workers.
- Ability to quickly ascertain what are relevant facts in a given situation and to efficiently conduct informal investigations, utilizing problem solving, decision making and critical thinking skills.

ADDITIONAL DESIRABLE QUALIFICATIONS

- Ability to communicate in any of Alameda County's threshold languages, particularly Spanish or Chinese.
- Proficiency in operation of various office machines and computer software programs
- Prior work assisting individuals living with mental illness and/ substance use disorders
- Knowledge of California mental health statutes, especially those pertaining to MediCal benefits
- Knowledge of California and Federal confidentiality statutes
- Experience providing Information & Referral services
- Experience providing advocacy in areas of mental health, substance use treatment and/or public benefits, particularly MediCal
- Familiarity with the mental health/substance use disorder service system in Alameda County

- Knowledge of community resources in the mental health and human services areas.

HOURS OF WORK: 40 hours per week, full-time, including paid lunch break. Hours to be worked are usually Monday through Friday, 9 A.M. to 5 P.M. Occupants of this position will sometimes be expected to work overtime. The occupant of this position will be based in the MHAAC office in Oakland.

SUPERVISOR: The occupant of this position reports to the MHAAC Director of Patients' Rights Advocacy Services.

SALARY: \$\$2,949.17 /mo 100% FTE per month. (Required local travel is reimbursed at **58 cents per mile**.) (Employee benefits include generous health/dental insurance and vacation & sick leave - Details available.)

TO APPLY: To obtain an application contact Mental Health Association of Alameda County, 954 - 60th Street, Suite 10, Oakland, CA 94608. Telephone: 510-835-5010, 9 am to 5 pm or go to the MHAAC website at www.mhaac.org and click on "Employment".

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The MHAAC Is An Equal Opportunity/Affirmative Action Employer. Women, Members Of Minority Groups, Veterans, And Persons With Disabilities Are Specifically Encouraged To Apply For Employment.