



Consumer Relations Specialist / Peer Evaluator

Job Description

Work Location:	Broward Behavioral Health Coalition, Inc.
Position Reports To:	CQI Coordinator – Behavioral Health Technology Transfer Unit
Exempt / Non-Exempt Status:	Non-Exempt
Position Status:	Full Time

Position Summary: Responsibilities include creating a bridge between the Broward Behavioral Health Coalition (BBHC) and the peer community, service providers and advocacy groups. This position will also serve as a Peer Evaluator and will assist with data collection, within the evaluation efforts of OCP2. As a part of the evaluation team, the Peer Evaluator will work with evaluator to assist with tracking of youth/families enrolled in OCP2 to enhance follow-up efforts. This position also serves as a back-up administrative support to front desk staff if needed.

General Duties and Responsibilities:

- Assist consumers, families and caregivers in navigating through the service delivery system. This may include receiving phone call complaints/grievances or following up with clients/family members for service access or linkage as directed by the CQI Coordinator.
- Assists BBHC in updating the Consumer Handbook that includes information about consumer rights. This includes education and advocacy about consumer rights and consumer-driven service delivery.
- Attending the Consumer Advisory Council and supporting the identification of system barriers and areas for needed service delivery improvement. This may include attending or hosting other consumer / peer meetings.
- Consumer advocacy and assistance to providers to facilitate peer-to-peer and consumer-driven service delivery. Provide technical assistance for setting up peer services and peer representation as part of provider agencies' management and program development.
- Provides updates to BBHC staff of any consumer relations and peer topics; report to BBHC team the obtained feedback and suggestions from community consumers and peers.
- Support program development and CQI initiatives via conducting consumer interviews as part of Contract Accountability Reviews and monitoring of programs.
- As a Peer Evaluator, under the OCP2 Evaluation Team, engages youth and families to participate in evaluation activities; tracks evaluation participation for project retention.
- Collects data from youth and family members in their homes or community settings during non-traditional work hours.



- Maintains research files for each evaluation participant and maintains communication logs for evaluation activities.
- Works collaboratively with the independent evaluation team in the implementation of OCP2 local and national evaluation plan.
- Attends OCP2 committee meetings and evaluation trainings/webinars as assigned
- Assist with general office support and Administrative Assistance support functions. This may include attending meetings and taking minutes, maintaining office files, assisting with setting up meeting handouts, photocopying.

Experience, Competencies and Education:

- High school diploma, preferably some college.
- Completion of WRAP Training within first 6 months of employment- Uses WRAP as part of self-recovery and community awareness.
- Have personally received or have children who are currently receiving services with the children’s mental health system and have experience navigating the service delivery system.
- Must possess high ethical standards.

Skills/Abilities/Competencies:

To perform the job successfully, an individual should demonstrate the following:

- Problem Solving – Identifies and resolves problems in a timely manner. Gathers appropriate and relevant information towards positive resolution.
- Oral Communication – Ability to communicate effectively with peers, consumers, management and executive leadership. Excellent interpersonal and team building skills. Can speak effectively before groups of customers or employees of the organization.
- Written Communication –Can fluently read and write in English. Able to capture salient points in writing, uses correct grammar, writes clearly and succinctly. Can interpret a variety of instructions furnished in written, oral diagram, or schedule form. Also has the ability to draft routine reports and correspondence.
- Reliable – Can be counted on to be punctual with an acceptable attendance record. Ability to travel throughout the community for evaluation daily/weekly.

Other Qualifications:

Approaches others in a tactful and professional manner, reacts well under pressure, follows through on commitments, accepts responsibility for own actions, and treats others with respect regardless of their status/position. Works independently, prioritize tasks, meet deadlines and accept professional guidance and supervision.



Demonstrates accurateness and thoroughness in work tasks and monitors own work to ensure high level of quality.

Must be willing to consent to background screening as required by the State based on holding this position, and processes a valid driver's license with an acceptable driving record.

Please send resumes and cover letters to jobs@bbhcflorida.org by Friday, May 11th no later than 5 p.m.