



## **Job Posting**

**Job title:** Armstrong County C/FST Interviewer (15 hours per week)

**Location:** Kittanning Office

### **Job Summary:**

The Interviewer travels to a variety of behavioral provider sites in Armstrong County to personally interview consumers and families about their satisfactions and dissatisfactions of provider services. Phone interviews are also conducted with consumers and family members.

### **Essential Functions**

Conducts satisfaction interviews with consumers and families in community locations. Interviews consumers and families at behavioral providers' sites and by phone. Records consumer responses accurately. Problem-solves in the course of interviewing, as needed.

### **Job Requirements and Qualifications**

High school graduate with one year of related experience or any equivalent combination of experience and training as approved by Armstrong/Indiana/MH/MR Program. Demonstrated record of good attendance and reliability required. Excellent listening and verbal communication skills. Effective problem-solving skills. Must be organized and have ability to write legibly and accurately. Must be able to quickly build rapport and have empathy. Must be a Family Member or Consumer of mental health services. Current PA Driver's License and use of own automobile required for travel around the County. Act 33 and Act 34 Clearances required.

### **About Armstrong/Indiana Consumer/Family Satisfaction Team**

The mission of the Armstrong/Indiana C/FST is to facilitate improvement in the quality of life of persons who use behavioral health services by listening, recording and collaborating with all stakeholders in the behavioral healthcare system. Funding is provided by Armstrong/Indiana MH/MR Program.

### **How to Apply**

Please send a resume with cover letter by November 15 to Debbie Ference, NAMI Keystone Pennsylvania, 105 Braunlich Drive, Suite 200, Pittsburgh, PA 15237 or e-mail [dference@namikeystonepa.org](mailto:dference@namikeystonepa.org). Please write "Armstrong CFST Interviewer" in the subject line.