



Healthy minds, healthy lives, healthy communities

Client & Family Advocate

Boulder, CO (1000 Alpine)

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Job Description

Mental Health Partners offers a diverse, quality work environment, a competitive salary and a comprehensive benefits package. Our benefits include a very generous paid time-off policy (paid holidays, paid vacation and paid personal days-off), medical, dental, vision, flexible spending accounts, and percentage match-up retirement contribution. We are an Equal Opportunity Employer.

MHP application and background check required

Position is part-time, 20 hours per week

Not benefit eligible

Purpose:

The Client and Family Advocate provides advocacy, works to resolve grievances and upholds the rights of clients receiving services at Mental Health Partners independently of the interests of MHP.

Job Summary:

This position is responsible for taking client and/or family member complaints and grievances. This person will work with appropriate supervisors, managers, and directors to resolve complaints and grievances reported to the Client & Family Advocate. This person also serves as a voice for clients of Mental Health Partners.

Essential Functions:

- Receives and responds to client grievances. Provides contact information for grievances as directed by Medicaid or third-party payers
- Help clients understand the rights described in the Client Rights and Responsibilities Form
- Provides education and outreach to clients and their families about behavioral health benefits, resources and member rights
- Promotes and demonstrates MHP's mission, vision and values through both behavior and job performance on a day to day basis
- Effectively interacts and communicates with other MHP staff/clients/customers/partners/etc.
- Regular and consistent attendance is required to perform other essential functions of the job
- Other duties as assigned

Skills & Requirements

Education/Experience/License/Certification

- High School diploma or GED required
- At least 2 years work experience in office duties such as organizing, filing, copying, data entry, customer service required
- Experience with SPSS preferred
- Lived experience with mental illness strongly preferred

Knowledge/Skills/Abilities:

- Basic understanding of recovery principles and belief that people with mental illness can recover.
- Strong computer skills required; including use of an electronic health record, familiarity with Microsoft Office (Word, Outlook, Access and Excel), and ability to learn new applications as necessary
- Must be comfortable interacting with others and able to connect with staff and clients of MHP
- Demonstrated enthusiasm and commitment to quality client care
- Outgoing, motivated and willing to learn
- Strong attention to detail and ability to accurately enter data
- Ability for sustained concentration
- Excellent communication and customer service skills; professional and positive attitude
- Good organizational skills
- Ability to manage projects and multiple tasks at once
- Timely and punctual
- Persistence as needed

Working Environment

- General office environment
- May include working with people in acute distress or crisis
- May require travel to several MHP sites throughout Boulder and Broomfield counties to attend meetings

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Mental Health Partners began in 1962 as a clinic, received non-profit status in 1964, and was federally designated as a comprehensive community mental health center in 1971. Since then, we have expanded to meet the growing needs of the community in both counties, with locations in Boulder, Broomfield and Longmont. We are the only agency in Boulder and Broomfield counties that provides comprehensive psychiatric services to county residents regardless of their ability to pay. People served by Mental Health Partners generally do not have access to services in the private sector because they cannot afford to pay the significant fees, and most do not have insurance.

Mental Health Partners has 24 hour emergency psychiatric services and outpatient offices for infants, children, adolescents, adults, and families. Many programs and services are available including school-based programs, substance abuse treatment, rape crisis counseling, advocacy, and education. Mental Health Partners offers bilingual/bicultural services and an in-house pharmacy.

It is estimated, that of the 360,000 residents of Boulder and Broomfield counties, over 60,000 individuals suffer with a form of mental illness. This number is only compounded when family, friends, and co-workers are affected by the disabling conditions of a person who is struggling with a mental illness. Annually,

Mental Health Partners serves over 17,000 individuals and our Emergency Psychiatric Services Team responds to 10,000 calls. We serve more women than men and thirty-six percent of our clients are multicultural.

