

TEAM MEMBERS NEEDED NOW

***C'EST BON* PEER-TO-PEER QUALITY OF CARE SURVEYS**

JOB DESCRIPTION

The Office of Behavioral Health is looking for a qualified candidate to join the C'est Bon Survey Team. The position requires flexible hours and responsibilities; approximately 24 to 28 hours of work per week, not to exceed 1245 hours annually. The purpose of this position is to assess the quality of care within the publicly supported behavioral health system by conducting person-to-person interviews with individuals receiving services. The team will analyze the survey responses and provide a written report to the clinics that are surveyed. The data collected will be used to help meet the needs of professionals and consumers by promoting and maintaining high standards in the delivery of services to mental health consumers.

Minimum Qualifications

- Excellent writing, reading and oral communication skills
- Math skills for calculating survey responses and completing required forms
- Excellent listening skills
- Computer skills for data entry and communication
- Cultural competence to work with ethnic, cultural and diagnostic differences
- Personal lived experience or experience with a close family member or significant other with navigating the behavioral health services system
- A high school diploma or equivalent
- Be able to travel Monday through Friday while working with provider agencies and programs around the state.
- Valid driver license with good driving record

Note: *A rental car and hotel along with a per diem for meals will be provided when working outside of your official domicile.*

Responsibilities *(specific duties of the position will include but are not limited to)*

- The interviewers are required to participate in statewide travel to mental health clinics. **10%**
- The interviewers conduct surveys with individuals receiving mental services. **50%**
- The interviewers compile data obtained from surveys. **20%**
- The interviewers enter survey information into the data collection system. **20%**

For more information, contact **Frank Wesley** at Frank.Wesley@La.Gov or 225-342-4373.