

County of Humboldt Job Specification
SENIOR PEER SUPPORT SPECIALIST
Classification 0755



DEFINITION

Under direction, leads, plans, assigns, reviews and participates in work supporting and assisting peer clients and their families receiving behavioral health services; assists in developing and coordinating activities, programs and resources which directly support clients in achieving wellness and recovery-oriented goals; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction and provides training to lower-level staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Peer Support Specialist series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure that peer services are efficiently and effectively delivered to clients. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignment of different positions.

- Leads, plans, prioritizes, and reviews the work of staff responsible for providing support and assistance to peer clients who are receiving behavioral health services.
- Identifies instructional and/or training needs and provides individual instruction to staff; shares feedback on staff performance with the supervisor as requested.
- Provides peer-to-peer support services including monitoring, informing, supporting, assisting and empowering clients who directly or indirectly receive services and their family members and/or caregivers.
- Tracks assigned budgets; determines available funding; monitors expenditures to ensure they are compliance with budget requirements.
- Provides outreach to clients to engage them in services and overcome barriers to participation in behavioral health services.
- Assists in the coordination and development of support services; provides information on community resources available for services by the County and the community.

- Assists peers and/or family members in tracking and implementing recovery and wellness goals; offers support, encouragement and hope; models effective coping and self-help strategies to targeted populations; advocates on behalf of peer and family members as necessary.
- Serves as mentor to teach and show peer clients and family members how to function more independently and in finding community resources; assists with access/linkage to community resources such as housing, transportation, education and employment.
- Accompanies peers to meetings and appointments to support their self-advocacy and facilitate better communication with service providers.
- Serves as a role model to build and sustain connections and relationships with peer clients and the community.
- Assists consumers in a wide variety of daily living activities, such as completing applications and forms, providing transportation, and navigating support service systems.
- Participates in the production and/or distribution of support and educational materials and in training activities; conducts orientation sessions for center or program events and services.
- Attends meetings and workshops to gain further knowledge and skills to better serve peers and the community; serves as a peer representative to program activities and meetings.
- Assists with administrative and clerical tasks as assigned; maintains files and records.
- Perform other duties as assigned.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

QUALIFICATIONS

The requirements listed below are representative of the knowledge and ability required.

Knowledge of:

- Operations and services provided through a peer support program.
- Principles of providing functional direction and training.
- Behavioral health issues within targeted population groups.
- Community resources and service agencies, including both private and other public agencies.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Community socio-economic and cultural demographics.
- Principles and practices of building and maintaining strong relationships and connections to peers.
- Program policies and procedures.
- Applicable state and federal laws governing assigned services, including those related to confidentiality.
- Methods and techniques of providing outreach services to the community.
- Methods and techniques of communicating program services to a diverse community.
- Principles and practices for providing effective public service and maintaining positive working relationships with employees, public officials, community partners, and members of the public.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Provide peer and mentoring services to community members and agency clients.
- Explain agency services to clients from diverse socio-economic and cultural backgrounds.
- Provide advocacy on behalf of the client, promote self-advocacy, resource navigation and referrals for services, and collaboration with others providing support to the client/family/caregivers.
- Provide a safe and welcoming environment for peer clients and their families to learn coping mechanisms and problem-solving skills to help clients achieve desired outcomes.
- Through coaching and support, inspire hope and confidence in peer clients and encourage participation in behavioral health treatment.
- Provide structured, non-clinical therapeutic activities to promote recovery, wellness, self-advocacy, relationship enhancement, development of natural supports, self-awareness and values, and the maintenance of community living skills.
- Provide basic de-escalation and emotional regulation interventions and support to individuals in distress.
- Understand the socio-economic and cultural differences in a diverse community and how they impact peer client behavior.
- Work as a member of a team to deliver effective program services.
- Maintain confidentiality of information received when providing services.
- Demonstrate strong active listening skills.
- Maintain files and records.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Exercise tact, initiative, prudence, and independent judgment within established policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Minimum Qualifications:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade.

and

Eligibility to apply for certification as a Peer Support Specialist per California Welfare and Institutions Code section 14045.12. by self-identifying as having experience with the process of recovery from a mental illness or substance use disorder, either as a consumer of these services or as the parent, caregiver or family member of a consumer.

and

Two (2) years of experience providing peer-related services in a behavioral health services program, equivalent to the County's classification of Peer Support Specialist II.

Licenses and Certifications:

- Must possess a valid US driver's license upon date of application. Must obtain California driver's license following hire date per California DMV regulations.
- Must obtain and maintain certification as a Peer Support Specialist by the California Mental Health Services Authority (CalMHSA) prior to hire.

PHYSICAL DEMANDS

- Mobility to work in a standard office setting and use standard office equipment, including a computer; primarily a sedentary office classification although standing in work areas and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 25 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL CONDITIONS

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

ADDITIONAL REQUIREMENTS

- Some departments may require pre-employment screening measures before an offer of employment can be made (i.e. background screening, physical examination, etc.).
- Must be willing to work evening, nights, and/or on-call shifts as needed.