

Goochland Powhatan
COMMUNITY SERVICES
 Connect. Grow. Thrive.



	Title: Mental Health Services Peer Support Specialist	
Position Classification	Pay Family: Community Support	FLSA Status: Non-Exempt
Description	Pay Grade: 2	Benefit Eligibility: All
Employee Name (print):		
Employee Signature: (I have received a copy of this job description and my supervisor has reviewed it with me)		Date:
Supervisor Signature:		Date:
Director of Community Supports Signature:		Date:
Executive Director Signature:		Date:
Date Position Classification Last Reviewed: 5/29/19		
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The following is a composite representation of the responsibilities for the respective job title. It is not intended to cover all possible job requirements or job factors of the titled position. Lines of supervision and reporting are as shown on the organizational chart.

DEFINITION

Under supervision of the Supervisor, this position is responsible for providing education and training to adults with serious mental illness aimed at developing problem-solving skills, enhancing self-esteem, improving social and relationship skills and facilitating enhanced community integration and recovery. This may include conducting personal interactions with clients to promote peer-to-peer support, working with other Agency Staff, Community Providers, to ensure healthy progression towards goals. Serves as a link and conduit for information between the consumer, their services within GPCS, Community Resources, and peer-run services available to the consumer. This includes responsibilities toward consumers such as engaging with them and/or their families prior to and following initial appointments, keeping them abreast of the same day access process, seeing that they are aware of services available at same day access and program assignment phase of treatment, assisting in exploring their treatment options and, when appropriate, connecting consumers with community resources, peer counselors or other peer services. The individual in this position will have personal experience and demonstrated recovery from a mental health condition. Advocating for persons with substance use and mental illness within the service sector and the community at large is a major component of this position.

JOB EXPECTATIONS AND ESSENTIAL FUNCTIONS

- Provides recovery support, coaching and outreach services to current and potential consumers in the field; provides orientation to peer support and liaison services.
- Represents and promotes GPCS services and programs to community partners; serves as liaison between consumers, service providers and GPCS staff.
- Provides motivational prompting and informational support to consumers; encourages and provides positive reinforcement and support to consumers.
- Conducts individual sessions with each assigned consumer regarding progress, recovery and post treatment.

- May train consumers on use of electronic devices including computers, laptops, smartphones and tablets; assist with developing resumes and employment skills as necessary.
- Schedules and performs quarterly follow-ups with client.
- Directs clients to available community resources related to recovery, social services and employment opportunities; maintains current knowledge of available resources; identifies community areas that may benefit from outreach efforts.
- May prepare and submit project status reports; prepare project agendas for activities and meetings; maintain consumer files, in accordance with agency, Medicaid, licensure, and special grant requirements.
- Assists with same day access support for consumers; monitors and maintains satisfactory same day access and follow up percentages.
- Visits consumers in treatment centers, recovery centers, home and other community locations to provide support and document progress.
- Transports clients to and from appointments as needed; provides child minding services for consumers in the agency lobby only as needed so consumers can participate in treatment services
- Provides information to appropriate Agency staff relating to consumers progress.
- Assist and support psycho-educational activities (anger management, team building, conflict resolution, coping skills, and personal space relationships) and conduct groups to teach consumers about mental health, wellness, self-help in a recovery-based approach.
- Model and encourage good work skills and appropriate social skills for consumers.
- Develop, engage, and sustain healthy, positive working relationships with consumers.
- Collaborate between other members of the clinical team to ensure coordination of care among consumers.
- Assist consumers in development of their own Wellness Recovery Action Plan.
- Ensure that documentation reflects progress toward Treatment Plan goals or identify barriers to the achievement, in a specific, clear concise language.
- Attend staff meetings as required, in-service training sessions, conferences, workshops, seminars related to the provision of developmental services for professional and program development.
- To perform other assigned duties as necessary within established policy and procedures.

REQUIREMENTS

EDUCATION

High School Diploma/GED

EXPERIENCE

One year providing services to individual with substance use and mental health disorders. May include services provided during volunteer and internship positions.

Personal experience with substance use and mental health conditions and recovery

LICENSE(S)

Position will be required to possess a valid Virginia driver's license
Completion of Certified Peer Specialist Program (post hiring)

PRE-EMPLOYMENT

Must submit to pre-hire criminal background check

KNOWLEDGE AND ABILITIES

- Knowledge of behavioral health, serious mental illness and substance use population.
- Knowledge of educational and training needs of people dealing with serious mental illness and substance use. Knowledge in instructional training, and teaching techniques beneficial.
- Knowledge of consumers with serious mental illness and substance and the impact on individuals, families, and the community and related behavioral situations.
- Knowledge of community services and resources available to consumers with co-occurring disorders.
- Knowledge of peer recovery techniques and strategies.
- Knowledge of Individual Service Plans and documentation of services standards.
- Knowledge of Goochland Powhatan Community Services policies and procedures.
- Ability to assist consumers in meeting identified goals and objectives.
- Ability to safely operate a vehicle in transporting consumers in agency vehicles to community activities as required.
- Ability to provide educational and training in social skills, health and wellness.
- Ability to facilitate consumer community outings.
- Ability to exercise sound judgment; and demonstrate resourcefulness in problem solving and conflict resolution.
- Ability to work independently, take initiative, and make emergency judgments.
- Ability to handle emergency situations without direct supervision, utilizing 911 and responding according to training under CPR/First Aid and Therapeutic Options.
- Ability to effectively work and communicate with all types/levels of persons.
- Ability to effectively communicate orally and in writing,
- Ability to complete required training including Crisis Intervention/Emergency Behavior Support and in-service First Aid and CPR training.
- Ability to work under pressure; meet inflexible deadlines; set priorities; and deal diplomatically with difficult individuals.
- Ability to access internet and use appropriate applications including Electronic Health Record, Microsoft Word and Excel.
- Ability to maintain confidentiality of consumer's information.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known challenges. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

ENVIRONMENTAL CONDITIONS

Work environment will typically be working in a community behavioral health setting. Work environment will also include working in the community (inside and outside activities) and will include exposure to road hazards usually experience in driving in rural, county surroundings, interstate highway driving, including exposure to weather and temperature extremes that may affect driving conditions as well as walking to assist passengers. May involve exposure to aggressive verbal and physical behavior, and exposure to infectious diseases from others. Sitting: 40%; Standing/Walking 40%; Driving: 20% Average Weight Required to lift or carry at any one time: 50 pounds for brief periods of time.

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