



Job Description

Job Title: Peer Support Specialist – Youth & Family Services

Position Supervisor: Director of Peer Services

Pay Grade: Full-time, hourly (non-exempt); benefits included with full-time employment

Job Summary: Serve as a member of the CenterPointe team who has experience as a recipient of mental health services for persistent mental health challenges. Employee will model appropriate skills and behaviors, advocate for participants, and work actively and cooperatively as a team member to ensure that each person served has access to the services most appropriate for their individual needs.

Essential Functions:

1. **No more than 8 unplanned absences per year (KPI).**
2. **Screen participants interested in services to assist the team in determining most appropriate level(s) of care, services, current functional deficits, etc. (KPI).**
3. Provide peer counseling and support, promote hope and empowerment, advocacy and problem solving with clients.
4. Assist in identifying, understanding and combating stigma and discrimination associated with mental health challenges. Develop strategies to reduce self-stigma.
5. Provide support, logistical assistance and advocacy to ensure program participants have access to needed resources in the community including coordination or assistance in accessing medical, psychiatric, social, education, housing, transportation, or other appropriate treatment/support services.
6. Meet with individuals reporting to the Outpatient location for safety assessment, referrals to resources as appropriate, crisis management, and coordination with other services. May be asked to meet with individuals in the community as indicated or required by the individual's specific needs.
7. Transport persons served with personal vehicle as required (reimbursement provided).
8. Complete all documentation related to visits and/or calls as directed by position supervisor(s).

Other Job Functions/expectations:

1. Participate as a team member.
2. **Demonstrate positive attitude toward participants, staff and agency (KPI).**
3. Complete all assigned tasks, paperwork and reporting in a timely manner. **Contact notes complete and submitted within 24 hrs of appointment (KPI).**
4. Maintain required caseload and/or other service goals.
5. Conduct community outreach activities, including acting as an official representative of the agency at public presentations, on advisory committees, etc.
6. Available to work some evenings, weekends and/or holidays.
7. **Maintain Compliance with agency trainings/certifications (CPR, NCI, NEO) (KPI)**
8. **Maintain timely completion and compliance with Relias Learning coursework (KPI)**
9. **Attend at least 8 All Staff Meetings annually (KPI)**
10. Participate in assigned committee(s); regularly attend committee meetings

**Required Skills/Qualifications:**

1. Effective listening. **Excellent written and verbal communication (KPI).**
2. Promptness and flexibility.
3. Demonstrated knowledge of substance use and mental health issues.
4. Must have lived experience with persistent mental health challenges and/ or substance use challenges and have received mental health services.
5. Demonstrate self-knowledge and management of their own mental health challenges, must be well along in their recovery.

Educational/Experience Requirements:

1. High school diploma or equivalent
2. Two or more years of experience in working with individuals with severe and persistent mental health challenges and/or substance use issues
3. Educated in recovery principles. Formal training in a state-approved peer support program preferred

Licensing or other requirements:

1. Valid Nebraska driver's license. Clean DMV record.
2. Must be at least 21 years of age.
3. CPSS certification must be obtained within first 6 months of employment.

Demonstrated Competencies:

1. Accuracy and attention to detail: checks facts and figures
2. Communications: Communicates well (written and verbal), has good listening skills
3. Dependability: Meets deadlines, works independently, accountable, maintains focus, punctual, good attendance record
4. Ethics: Honest, accountable, maintains confidentiality
5. Sense of Urgency: Meets deadlines, establishes appropriate priority, gets the job done in a timely manner
6. Interpersonal Skills: Builds strong relationships, is flexible/adaptable, works well with others, solicits feedback, maintains appropriate work boundaries
7. Teamwork: Accountable to team, works to meet established deliverables, appreciates view of team members, respectful

*** CenterPointe reserves the right to modify, interpret, or apply this job description in any way the agency desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. *This job description is NOT an employment contract, implied or otherwise. The employment relationship remains "AT-WILL."* The aforementioned job requirements are subject to change to reasonably accommodate qualified disabled individuals***