



Job Title: Family Peer Support Specialist

Position Supervisor: Crisis Response Program Director; Director of Peer Services

Pay Grade: Full-time, hourly (non-exempt), includes benefits

Job Summary: Serve as a member of the CenterPointe team who has experience as a recipient of behavioral health services or as a family member of an individual who has received behavioral health services. Offer insight as an expert in the recovery process, symptom management, and participant choice, navigating the system. Employee will model appropriate skills and behaviors. Position works actively and cooperatively as a team member.

Essential Functions:

1. Provide peer counseling and support, promote hope and empowerment, advocacy and problem solving with participants.
2. Assist in identifying, understanding and combating stigma and discrimination associated with behavioral health issues. Develop strategies to reduce self-stigma.
3. Suggest appropriate changes in treatment plans to ensure that immediate and appropriate interventions are provided. Provide vision driven hope and encouragement to support people in their recovery.
4. Informs people served of available service options and choices while promoting the use of natural supports and resources within the community. Assist persons with creating connections with community and resources.
5. Assists individuals in navigating the behavioral health services system and in achieving resiliency and recovery as defined by the individual.
6. Provide support, outreach and resources to individuals waiting to enter the programs.
7. Works with individuals in group and one-on-one basis to provide recovery training and outreach. Facilitate peer focused, supportive and recovery oriented groups (WRAP, Resiliency, Community Connections, etc.).
8. Utilizes State-approved Peer Support model for delivery of services.
9. Suggest appropriate changes in treatment plans to ensure that immediate and appropriate interventions are provided. **New WRSP completed within 30 days of participant authorization (KPI). Transition Plan completed every 90 days with participant. Primary Staff will review Tx Plans with consumer every 90 days (KPI).** Ensure appropriate discharge plans are developed and carried out.
10. **Provide participants WRAP Education within 30 days of admit.**

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.
4. Maintain required workload and/or other service goals.
5. Conduct community outreach activities
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. Participate in assigned committee(s); regularly attend committee meetings.



Required Skills/Qualifications:

1. Effective listening.
2. **Excellent written and verbal communication (KPI).**
3. Promptness and flexibility.
4. Demonstrated knowledge of substance use and mental health issues.
5. Must have persistent mental health challenges and/or substance use challenges and have received mental health services.
6. 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 and two years of experience in with adults with severe and persistent mental illness.
2. Educated in recovery principles. Formal training in a state-approved peer support program preferred.
3. Obtain and maintain CPSS within first 6 months of employment.

Licensing or other requirements:

1. Valid Nebraska driver's license. Clean DMV record.

Demonstrated Competencies:

1. Adaptability: Adapts to change, open to new ideas and responsibilities
2. Communications: Communicates well (written and verbal), delivers presentations, 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
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***