



CENTRO LA FAMILIA
ADVOCACY SERVICES
FAMILY SUPPORT CENTER

JOB DESCRIPTION

Position Title: Peer Support Specialist
Department: Health & Wellness
FTE Classification: 37.5 hours/week, FTE Non-Exempt
Report To: Department Manager
Location: Fresno County

Job Announcement: Centro La Familia Advocacy Services is seeking a qualified candidate to implement its Cultural Based Access Navigation and Peer/Family Support Services (CBANS) program. The program focuses on reducing mental health stigma, reducing disparities in access to mental health services, and addressing individuals experiencing the psycho/social impact of trauma for underserved/unserved populations in Fresno County. The services must be administered with the understanding of the cultural dynamics that affect mental health support: needs, behaviors, beliefs and practices. This position is funded by Fresno County Department of Behavioral Health.

Position Summary: Peer Support Specialist will provide culturally sensitive and linguistically appropriate mental health services to the community. Peer Support Specialist will implement one-on-one intake/assessments, facilitate support groups (platicas), outreach education, and training to the community. Services will be provided throughout Fresno County.

Qualifications

Candidate must possess excellent written and verbal communication, ability to follow-through, and be detail-oriented. Candidate must be organized, professional, and able to work in a fast-paced, multi-faceted environment. Candidate must be proficient in the use of technology to collect, analyze and manage program data as well as computer literate in Windows platform; proficient in Microsoft Word, Excel and Google Applications. Candidate must possess the ability to maintain good recordkeeping and documentation, good presentation skills, and have the capacity to be self-motivated. It is mandatory to meet employment eligibility requirements as established by the program's funding agency.

Minimum Education: AA in human service, social service or related field.

Minimum Experience: Three year experience working full time as a Peer Support Specialist, Health Educator, Navigation Specialist or similar field with knowledge and/or kin experience with mental health, behavioral health and/or substance use disorder and treatment; and experience with self-help and peer-support groups.

Essential Job Responsibilities

Program Functions:

- Bilingual/Bicultural (Spanish/English).
- Ability to work with low income families/monolingual Spanish.
- Ability to listen well, understand and analyze the clients issues.
- Serve as a “cultural broker”/promoter(a) between community members, community resources, private and public systems including, but not limited to mental health, social services, public health, education, law and advocacy, criminal justice, and other public programs as needed.
- Conduct intake/assessments with individuals and families in a culturally sensitive manner that emphasizes the importance of relationship building.
- Provide linkages and “warm-handoffs” for individuals and families at risk for mental, behavioral health and/or substance use disorders with early intervention programs.
- Provide referrals to more intensive mental health treatment and support and assist those referred in navigating programs and services.
- Conduct outreach and education at large community/cultural events.
- Conduct outreach and education through television and radio programs targeted to the topic of mental health.
- Conduct presentations to various agencies, parent groups, and other identified groups.
- Schedule and assist with community meetings to raise awareness and reduce stigma toward mental health disorders.
- Educate about signs and symptoms of mental distress; promote healthy activities and life styles to reduce the risk of onset of mental health, behavioral and/or substance use disorders during outreach events, presentations and community meetings;
- Assist in the development and maintenance of peer support groups (platicas) for depression, anxiety, addictive behaviors, etc.
- Platicas will be conducted in urban and rural communities.
- Participate in trainings and group supervision sessions including the role and responsibility of Peer Support Specialists, Mental health First Aid Training, HIPPA regulations, interviewing techniques, peer support group facilitation data entry, etc.
- Assist in identifying and establishing collaborative relationships with existing local and centralize community behavioral and/or social support systems, such as mental health service providers, substance abuse treatment providers, etc.

Reporting & Recording Keeping:

- Utilize data collection methods to document program activities for reporting.
- Keep accurate, confidential client case files following CLFA’s established case file protocols and policies.
- Keep accurate, current records of participant demographics.
- Maintain event summary and quarterly report records in required reporting system.
- Document the timely completion of contractual goals and objectives, including internal and external reports.

- Use tools to document and track program/campaign progress, including: sign in sheets, demographic forms, pre/posttests, assessment outcomes and updates on social media, etc.

High Quality Relationships:

- Maintain consistent contact with clients, collaborative partners, and CLFA staff.
- Follow through with clients and collaborative partners to achieve desired outcomes.
- Develop a sense of belonging and teamwork among CLFA staff and collaborative partners.
- Encourage identification of potential clients.

Working Environment

Working Conditions (travel/weekend):

- Evening and weekend hours as needed.
- Maintaining a flexible schedule to achieve program deliverables required.

Physical Effort:

- This position will require occasionally lifting and hauling of boxes weighing 5-25 lbs.
- This position will require typing for several hours a day.
- This position will require occasional extended periods of sitting and/or standing.

Environmental Conditions:

- This position will require traveling throughout the County of Fresno to attend meetings and gatherings.
- This position may occasionally be subject to outdoor conditions necessary to achieve program deliverables.

Other Responsibilities:

- Other duties as needed
- Good telephone etiquette
- Transportation and valid driver's license
- Department of Justice finger print clearance
- Mandated child abuse training
- References must be submitted

Please apply in person at: 302 Fresno Street, Suite 102 Fresno, CA 93706