

POSITION DESCRIPTION

CLASSIFICATION TITLE: Consumer Services Specialist III

POSITION TITLE: Peer Recovery/Engagement Specialist

General Statement of Responsibilities:

This FLSA Non-exempt position provides non-clinical, person-centered peer counseling, support, and mentoring to individuals with substance use and mental health disorders under the operation of the Eastern Shore Community Services Board.

General areas of responsibility include increasing an individual's engagement in treatment and provide support for wellness, recovery resiliency, and self-advocacy and providing well organized support services to those working towards recovery. This position will play an important role in Same Day Access services as well by being the Navigator of these services during the Same Day Access hours.

In carrying out position responsibilities, the incumbent reports to and receives supervision from the Supervisor of Peer Recovery Services. The incumbent is required to exercise sound judgment, demonstrate initiative, maintain confidentiality, exercise time management skills, and sustain intra- and inter-agency working relationships.

MAJOR DUTIES:

- Assist with the coordination, scheduling, and support of peer recovery services for individuals with SA and MH disorders;
- Provide engagement with new clients as they enter Open Access to begin services;
- Provide Open Access individuals with assistance logging into the Client Portal and completing required non-clinical forms;
- Increase engagement in treatment, provide frequent direct contact, guidance, emotional support, and assist individuals in articulating personal goals for wellness;
- Share personal recovery story and common difficulties in daily living and methods employed to manage and cope with these difficulties (mutuality);
- Serve as a consumer advocate and assist in maximizing individual choice and decision making in the recovery process;

- Work closely with outpatient therapists, case manager, nurses, and prescribers to re-engage individuals using a recovery-oriented and trauma-informed approach;
- Collaborate to promote a team culture that recognizes, understands, and respects each individual's point of view, experiences, and preferences;
- Conduct timely and consistent outreach by phone, letters, and coordination with other providers to include service providers within the ESCSB;
- Provide no-show follow up calls and letters as required, and provide appointment confirmation calls;
- Maintain appropriate and consistent interpersonal boundaries with individuals;
- Act as a liaison providing support to individuals by linking them to needed community resources and promoting recovery;
- Model positive and non-stigmatizing recovery language and how to identify and combat negative self-talk;
- Provide services at the CIT Assessment Center on an on-call basis, as needed;
- Provide case management and interventions to engage those with behavioral health conditions who require aggressive outreach;
- Participate in team meetings and provide peer perspective;
- Provide timely and appropriate written documentation of services provided in accordance with Medicaid, state licensure, and ESCSB requirements; and
- Perform other position-related duties as directed by the Supervisor of Peer Recovery Services and/or the Director of Clinical Services and Quality Improvement and/or the Executive Director.

QUALIFICATIONS:

High School Diploma/GED required. The incumbent must be a person who has experienced a mental health and/or substance use condition and has at least 2 years of sustained recovery by effectively managing their own wellness.

Must be a Registered Peer Recovery Specialist in the State of Virginia

The incumbent should have position-related experience with the population served in an outpatient setting and possess the following knowledge, skills, and abilities:

Knowledge of: Mental illness and substance use and treatment; peer recovery services; support resources available to individuals; teamwork; open access and office procedures; CIT services; crisis intervention; some knowledge of everyday needs and problems of different client groups; symptom management; treatment techniques, and person-centered and wellness recovery plans.

Skill (s)in: Linking individuals to community resources; problem solving strategies; advocating for others; establishing supportive, trusting relationships with persons with mental illness and substance use disorders; teaching and engaging individuals in self-directed recovery; positive and effective communication and role modeling; performing routine office duties; and basic computer usage.

Abilities to: Provide peer support from the perspective of a person who has received mental health and/or substance use services; document services appropriately and in a timely manner; function calmly in stressful situations; maintain appropriate and consistent interpersonal boundaries with individuals; demonstrate initiative; maintain confidentiality; comply with peer specific ethical guidelines; interact in a professional manner with program participants, peers, and collateral agencies as required; interface with local human services that may be of assistance in or have direct involvement with consumer services provision; establish and maintain effective working relationships, and effectively communicate in oral and written form.

The incumbent must have a valid driver's license and a satisfactory driving record.

HIPAA Access Level: 2=access to all consumer information

ORGANIZATION LEVEL:

EXECUTIVE DIRECTOR

DIRECTOR OF CLINICAL SERVICES & QI

SA CLINICIAN & SUPERVISOR OF PEER RECOVERY SERVICES

PEER RECOVERY/ENGAGEMENT SPECIALIST

SALARY &/OR HOURLY RATE RANGE: Classification Level VII

EFFECTIVE DATE: June 25, 2018

POSITION DESCRIPTION CONTENT:

Job descriptions are not intended to be, and should not be construed to be, all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job.

While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties from particular jobs and to assign other duties as necessary.

SIGNATURES:

Peer Recovery/Engagement Specialist

Date

Supervisor

Date

Executive Director

Date