



Job Description: Peer Support Specialist
Full-Time and Part-Time , Non-Exempt Position

About MHA-NYC: MHA-NYC's contact center is embarking on NYC Support, an exciting new initiative, NYC Support, to connect individuals to mental health services when, where and in the manner that best meets each caller's needs. NYC Support will include a peer support warmline and will result in several peer staffing opportunities over the next several months. MHA-NYC has been a leader in providing peer support and advocacy in our direct service programs for over 20 years.

Position: Peer Support Specialists have experienced mental health concerns themselves and/or have supported family members through their mental health experiences, have experience navigating the mental health services systems, and use their experiences to support and empower others. Peer Support Specialists provide peer support services to individuals who contact the NYC Support program and would like to speak with a peer who can provide support to assist the caller in their recovery and help the caller live a self-directed life and improve their health and wellness. Peer Support Specialists interact with clients by telephone, SMS text messaging, and/or web chat.

Major Duties and Responsibilities:

- Provide evidence-informed support to callers and/or chat/text visitors
- Work with a diverse population of callers and chat/text visitors in a mutually respectful manner, using a strengths-based approach
- Manage interactions to ensure appropriate level of support is provided in efficient manner
- Adhere to policies and procedures for each service offered by program
- Accurately and efficiently document client interactions
- Meet or exceed established key performance indicator goals
- Utilize telephone, SMS texting, and/or web chat to interact with callers
- Provide a warm hand off to NYC Support Counselors for individuals in crisis or in need of behavioral health referrals

Required Skills:

- High School Diploma; Bachelor's degree preferred
- Ability to motivate callers Courteous, empathic, and professional manner
- Comfortable serving as a role model of personal recovery
- Lived experience as a person in recovery from mental health challenges or substance abuse or a parent or caretaker of a child with serious emotional or behavioral challenges who has successfully navigated the child serving system
- Active listening skills to establish working alliance with callers and/or chat/text visitors
- Superior communication skills to convey information clearly, accurately, and completely
- Ability to maintain professional demeanor when handling difficult contacts
- Efficiency with balancing pace and flow of conversation and call time
- Strong work ethic, particularly in team setting

Qualifications:

Must be certified or eligible for certification as a Peer Support Specialist or Family Advocate. If not certified, demonstrated progress toward Peer Support Certification strongly preferred. High School Diploma with experience working in healthcare contact center and or mental health capacity required; Bachelor's degree or equivalent preferred. Supportive counseling and/or mental health information and referral services experience a plus. Applicants should be comfortable working independently and as part of a team in a collegial group environment. Bilingual skills (Spanish/English or Cantonese/Mandarin/English) are preferred. National Provider Identification number required by date of hire; instructions for securing NPI number will be provided.

Interested applicants should submit resume and cover letter to Florence Kirley at Careers@mhaofnyc.org.

CAMBA Position Title: Client Advocate I
Budget/Functional Title: Peer Counselor
Position Code: xxxx
Reports To: **Directly:** Program Manager **Indirectly:** Vice President
Program: JISH Program/TCC Program
Location: 19 Winthrop Street, Brooklyn, NY 11225

PROGRAM: CAMBA's Justice Involved Supported Housing Initiative (JISH) provides 30 units of scattered site supportive housing to homeless individuals with a probable mental health illness and/or a substance use disorder, with recent histories of cycling through the NYC criminal justice and shelter system. CAMBA's Transitional Care Coordination (TCC) program will link 72 individuals to housing and primary medical care. Program staff members, along with each tenant, will develop a coordinated service plan that will ensure that the individual is connected to a wide range of services including, but not limited to, medical, mental health, housing, and substance abuse treatment services and has access to public benefits and other supportive services. When necessary, staff will also accompany individuals to medical and other appointments to ensure that their medical and other needs (e.g. housing) are being met.

Essential Duties and Responsibilities: The person filling this position is expected, under close supervision, to: (1) assist by being a client liaison with outside organizations regarding such matters as education, healthcare, housing, social services, legal issues, etc.; (2) assist clients in attaining their goals by identifying and locating community resources for clients and by making referrals to appropriate services both within and outside CAMBA; including the following:

- Maintain professional relationships with tenants and tenant confidentiality.
- Practice Universal Precautions/Standard Protocol & Procedures.
- Comply with any and all Federal, State, City and CAMBA security and privacy policies intended to protect the security and privacy of individually identifiable health information.
- Create and maintain tenant files and make copies of all tenant documents.
- Conduct initial and ongoing assessments of individuals and individuals' families' situations and needs.
- Assist individuals in completing all CAMBA intake applications and forms.
- Facilitate workshops and support groups.
- Schedule appointments for tenant with referral organizations.
- Escort tenants to appointments (educational, medical, social service, etc.).
- Assist tenants in completing applications for benefits and entitlements, and may process applications on tenants' behalf.
- Input tenant data and individual progress information into automated database.
- Follow-up with individuals and with referral organizations regarding client contact and progress with referral organization.
- In collaboration with the case manager(s), work with clients to break through barriers to client goals and to assist individuals in advocating for themselves and in moving toward self-sufficiency.
- Monitor/evaluate individuals' progress toward their Independent Living Skills development and goals via pre/ post test, regularly scheduled telephone contact and/or face-to-face home and office visits, and document via progress notes.
- Follow-up with individuals for a period of time after successful completion of their primary goals to assure individual stability.
- Record and track tenant attendance at workshops.
- Provide all required information for weekly/monthly/quarterly/annual reports.
- May plan, coordinate and facilitate peer support events, including group facilitation for individuals.
- May evaluate actual living conditions of tenants through home visits.
- May prepare marketing materials for the program.
- May reach out and market the program to the community in order to recruit tenants.
- May prescreen individuals over the telephone for eligibility and may schedule intake appointments.
- Tasks may be modified, expanded and/or assigned over time.

MINIMUM EDUCATION/EXPERIENCE REQUIRED:

- High school diploma or G.E.D. and/or equivalent experience.

OTHER REQUIREMENTS:

- History of mental illness and willingness to provide peer support to individuals using the shared experience perspective.
- Certified Forensic Peer Specialist with a history of criminal justice involvement preferred.

Please send cover letter/resume to: Angeles Delgado at Angelesd@camba.org



Peer & Consumer Education Specialist

Beacon Health Options is a health improvement company that serves 50 million individuals across all 50 states and the United Kingdom. On behalf of employers, health plans and government agencies, we manage innovative programs and solutions that directly address the challenges our behavioral health care system faces today. A national leader in the fields of mental and emotional well-being, recovery and resilience, employee assistance, and wellness, Beacon Health Options helps people make the difficult life changes needed to be healthier and more productive. Partnering with a network of providers nationwide, Beacon Health Options helps people take important steps in the right direction. We help them live their lives to the fullest potential. Visit www.beaconhealthoptions.com for more information.

ABOUT THE POSITION:

We are currently seeking a dynamic Peer & Consumer Education Specialist to join our team at our office in Manhattan, New York. The purpose of this position is to identify, coordinate and facilitate training opportunities for consumers within New York's Behavioral Health System. This includes: understanding consumer needs, locating key points of contact, coordinating training events, developing appropriate presentation materials, providing supporting documentation and develop reports regarding training. This position will facilitate or engage outside trainers when necessary. In addition to acting as primary liaison to consumer community, this position will work to facilitate peer training, and to identify opportunities for peer involvement with Beacon.

POSITION RESPONSIBILITIES:

- Identify consumer training needs
- Develop consumer training materials
- Manage and schedule consumer trainings
- Track training, access, adoption and certification
- Partner with providers, advocacy organizations, plans and regional staff to help prioritize training needs.
- Synthesize user feedback back into training materials and curriculum and ensure program management is looped in on any issues that are exposed during the training effort
- Solid presentation skills with a demonstrable ability to translate technical jargon and information into consumer-friendly language.

- Work with offsite trainers to coordinate and support their training activities
- Support peer training, peer engagement and peer involvement in the community and within Beacon Health
- Support multiple, simultaneous, and complex projects

POSITION REQUIREMENTS:

- Strong background in training, with a commitment to the behavioral health consumer community.
- Demonstrate the ability to identify consumer needs, consumer communities, and to develop appropriate presentations.
- Experience in Microsoft Word, Outlook, PowerPoint and Excel.
- Ability to be fully committed and engaged within the NY peer network, familiarity with key points for consumer contact and ability to identify educational needs as the result to changes to New York State's redesign of Medicaid.

TO APPLY:

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