



CCSI
POSITION DESCRIPTION

POSITION TITLE: Peer Engagement Specialist – Part Time (17.5 hours)

FLSA CLASS: Non-Exempt

ABOUT CCSI: CCSI is a not-for-profit management services organization with a special focus in the area of behavioral health and human services. We help provider agencies, local and state government, and other not-for-profits deliver programs and services that improve health and quality of life for the people they serve. Our administrative offices are located in Rochester, but work with customers and communities across New York State. We are extremely committed to our work – and the opportunity it provides for us to make a difference. Our culture is one that values integrity, innovation, community connectedness, and exceptional customer service. Our customers are our partners, and we work hard to develop the longstanding, productive relationships needed to support high quality services. Our people make CCSI what it is and in turn, we strive to create a work environment that supports both personal and professional growth. We work hard, but appreciate the importance of wellness and work/life balance.

ABOUT THE POSITION: The part-time (17.5 hours per week) Peer Engagement Specialist is located in Madison County and is responsible for engaging people in the emergency rooms, hospitals, treatment and community based settings. Peer support refers to support from a person who has knowledge from their own experiences. Peer-to-peer support is an important component of the engagement process and successful outcomes for those with substance use related issues.

Specific responsibilities include:

- Provide an encouraging opportunity for individuals in need of substance use and related services to engage in dialogue.
- Provide linkages, referrals and information regarding community providers.
- Communicate effectively with individuals and family members who may be ambivalent about pursuing treatment.
- Provide ongoing follow up post hospital discharge in order to engage individuals and families in services (e.g. telephonic, community, and home based outreach).

- Identifies, supports, and consults with providers regarding the development and implementation of effective and/or integrated strategies and the use of evidenced based approaches.
- Establishes and maintains relationships with community provider organizations.
- Effectively document contacts with recipients of service.

- Assist individuals as they move toward care and recovery.
- Provide empathy, relationship building, and information sharing. Partner effectively with hospital social work department and other staff to insure effective hand offs.

Skills and Experience: To be successful in this position, you will need:

- Familiarity with recovery regarding mental illness and/or substance use conditions.
- Have or obtain any one or more state certifications for peers such as a Certified Peer Specialist (CPS), Certified Addiction Recovery Coach (CARC), or Certified Peer Recovery Advocate (CPRA) at the time of employment, or within one year of commencement of employment.
- Has excellent written and verbal communication and interpersonal skills.
- Collect required data, prepare reports and program outcome statements, evaluate results, and engage in strategic planning.
- Demonstrate sensitivity to and respect for the diverse cultural backgrounds and practices of families, volunteers, and other agency staff.
- Valid driver's license.
- Ability to satisfactorily complete required background screenings (Criminal Background Check, State Central Clearance, Staff Exclusion List and Driving).

Additional Requirements:

- Recognizes and values diversity within the work environment. Participates as a member of the CCSI staff team in valuing individual differences and supporting one another's opportunity to achieve their greatest potential.
- Respect the confidential nature of certain information you are exposed to in the course of your work performance and employment.

Operating Principles and Demonstrated Behaviors:

Ability to demonstrate, understand and apply our workplace values through behaviors and actions. These operating principles are expected of all employees in all roles. All applicants (internal and external) must evidence their attitudes/behaviors as part of the application process:

- Excellence in Customer Service
- Collaboration
- Honoring People and Their Work
- Individualized Work/Life Integration
- Integrity
- Innovation
- Community Connectedness
- Diversity and Inclusion

The responsibilities listed for the position are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. This position description does not constitute an agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.