



FLSA: COVERED  
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## **PEER SUPPORT SPECIALIST I/II (Behavioral Health Care)**

### **DEFINITION**

Under direct supervision, positions in this classification provide peer to peer support services including: monitoring, informing, supporting, assisting and empowering clients and their family members/caregivers who directly or indirectly receive behavioral health services; assist in developing and coordinating activities, programs and resources which directly support clients and family members/caregivers in achieving wellness and recovery oriented goals; facilitate peer to peer assistance as a part of a team setting; conducts outreach to clients, family members/caregivers and the community; and acts in a liaison role between clients, family members/caregivers and community service providers; prepares reports and maintains confidentiality related to consumer services; and performs other duties as required.

### **DISTINGUISHING CHARACTERISTICS**

Incumbents in the Behavioral Health Peer Support Specialist series are members of the community who have personal lived experience as a consumer or close family member/caregiver of a consumer of behavioral health or substance use programs.

Incumbents in this class are responsible for providing peer support based on lived experiences to consumers of behavioral health services and their families, including education, training and technical assistance.

### **REPORTS TO**

Behavioral Health Care Leadership.

### **CLASSIFICATIONS SUPERVISED**

Peer Support Specialist II, may provide direct supervision to Peer Support Specialist I.

### **EXAMPLES OF DUTIES**

*The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.*

- Serves as a team member in developing and modifying treatment plans; implements treatment plans and reports progress to recovery team.

- Supports client and family/caregiver involvement in the behavioral health system through client-centered engagement.
- Provides consumer, child/youth, or family voice and perspective as necessary regarding service needs and organizational and system planning.
- Facilitates or assist with facilitating self-help model support groups, such as WRAP.
- Provides case management to the target populations identified by the Behavioral Health Department under the supervision of a manager, team leader or experienced case manager.
- Serves as mentor to teach and show consumers and family members/caregivers how to function independently and in finding community resources: assists with access/linkage to community resources such as housing, transportation, education and employment.
- Assist clients in a wide variety of daily living activities, such as completing applications and forms, providing transportation and navigating support service systems.
- Participates in countywide regional outreach activities related to Behavioral Health services.
- Shares personal lived experiences related to behavioral health and recovery in a variety of settings including person-to-person, small and large group and public presentations.
- Provides basic crisis intervention, and support in groups as well as on an individual basis. May be asked to respond to 24-7 crisis coverage.
- Completes all evaluation and clinical documentation in a timely and prescribed manner.
- Participates in behavioral health education programs, conferences and community programs and attends training conferences relevant to current behavioral health problems; and performs other duties as required.
- Performs related work as required, which may include but is not limited to preparing correspondence and reports, copying and filing documents, answering telephone, ordering supplies and materials, entering computer data, maintaining logs and lists, sending and receiving faxes, processing mail, etc.
- **LEVEL II** – Provides supervision, both group and individual to Peer Support Specialist I.
- **LEVEL II** – Provides and/or oversees training for Peer Support Specialist I.

## **ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

- General principles, procedures, techniques, and trends for the support, recovery, and guidance of individuals, groups, and families in behavioral health programs.
- State, Federal, and local laws, regulations, and requirements for the provision of behavioral health services and programs.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and County staff.
- Community resources and service agencies, including both private and other public agencies.
- Needs and difficulties faced by ethnically and culturally diverse consumers and families/caregivers, the community and treatment/care teams.
- Cultural and social factors affecting behavioral health and recovery.
- Office procedures, methods and equipment including computers and applicable software applications.

**Ability to:**

- Work in a team environment and share information verbally and in written reports.
- Maintain composure and awareness during crisis interventions.
- Develop and maintain confidence and cooperation of emotionally disturbed and chemically dependent patients and their families.
- Acknowledge and develop cultural competency related to individuals served.
- Prepare clear, relevant, timely and accurate reports.
- Interpret and apply complex behavioral health program rules, regulations and policies.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**TYPICAL PHYSICAL REQUIREMENTS**

Ability to sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move object weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

**TYPICAL WORKING CONDITIONS**

*Positions in this class require the incumbents to:*

- Work is usually performed in an office environment and community based settings.
- Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.
- Work outside in all types of climatic conditions including inclement, very hot or very cold weather.
- Employees may work outdoors and are occasionally exposed to loud noise levels.

## **TRAINING AND EXPERIENCE**

*Any combination of training which would likely provide the required knowledge and experience is qualifying. A typical way to obtain the required knowledge and abilities would be:*

### **Education**

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade.

### **Experience**

Current or previous experience as a consumer of behavioral health services (such as mental health or substance use), or as a parent or family member/caregiver of a behavioral health consumer.

**Peer Support Specialist II:** Must have a minimum of one (1) year of experience providing peer support services.

## **SPECIAL REQUIREMENTS**

- Incumbents in this class will be required to complete Federal or State required Peer Support Specialist training and/or certification upon written notice from the appointing authority.
- Possession of a valid California Driver's License issued by the California Department of Motor Vehicles.