

## **CVAB Peer Specialist and Administrative Support Position Qualifications, Competencies, Responsibilities REACH Center**

All CVAB program staff will be able to meet the qualifications, competencies and responsibilities of the CVAB Peer Specialist (CPS). The CPS provides peer support services; serves as an advocate; provides information and support for peers in a variety of settings. The CPS performs a wide range of tasks to support peers in living their own lives and directing their own recovery, healing and wellness process. The CPS will model competency in recovery, healing and wellness.

### **Qualifications/Competencies**

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#### ***Preferred qualifications for the CVAB Peer Specialist:***

1. Must be a positive, self-motivated individual who has demonstrated ability to work independently and well with others as a member of various teams.
2. Strong interpersonal skills and ability to deal effectively with diversity of individuals at all organizational levels.
  - Ability to work in a cooperative and collaborative manner as a team member CVAB staff, community partners, and program participants.
  - Ability and experience working with people from diverse cultures.
  - Ability to form trusting and mutual relationships.
3. Experience with and/or knowledge of local health and human services.
4. Innovative, flexible, and willingness to work in constantly changing environment and priorities without losing enthusiasm for the organizational mission.
5. Ability to work flexible hours including weekends (Saturdays).
6. Strong written and verbal communication skills are required.
7. A computer aptitude and working knowledge of Microsoft Office Suite.
8. Demonstrated data systems and social media abilities.
9. Ability to meet time-sensitive deadlines and requirements with good judgment with the ability to make timely and sound decisions.
10. Demonstrates attention to detail.
11. Bilingual in English and Spanish; must be able to speak, read, write and understand English.
12. Have educational degrees or credentials needed to be employed in the capacity required by the specific program and duties.
13. Lived experience of mental health and/or addictions recovery and knowledge of mental health or substance use disorders services—behavioral health services.
  - Confidence in your own wellness.
  - Includes a willingness to share your own experiences as appropriate.
14. Washington Certified Peer Specialist with at least two years' experience working as a peer.
  - Passion and enthusiasm for peer support and the belief that recovery is possible.
15. Valid Washington Driver's license, reliable transportation and appropriate insurance coverages.
16. Criminal background check clearance

17. Eligibility to work in the United States is verified through the United States Citizenship and Immigration Services' E-Verify website
18. No presence on the U.S. Department of Health & Human Services, Office of Inspector General (OIG), List of Excluded Individuals/Entities (LEIE) at <https://exclusions.oig.hhs.gov/>.

***A CVAB Peer Specialist should possess the following competencies:***

**1. An understanding of their job and the skills to do that job**

- a. Understand the basic structure of the state Behavioral Health System and how it works
- b. Understand the CPS job description
- c. Understand the meaning and role of peer support
- d. Understand the difference in treatment goals and recovery goals
- e. Be able to create and facilitate a variety of group activities that support and strengthen recovery
- f. Be able to do the necessary documentation required by the agency/program
- g. Be able to support a peer challenge negative self-talk, overcome fears, and solve problems
- h. Be able to support a peer articulate, set and accomplish his/her goals
- i. Be able to support other peers in creating their own Wellness Recovery Action Plan
- j. Be able to teach other peers to advocate for the services that they want
- k. Be able to support a peer create a person centered plan for their life

**2. An understanding of the recovery process and how to use their own recovery story to support others**

- a. Understand the change or recovery process and what is helpful and not helpful
- b. Understand the role of peer support at each stage of the recovery process
- c. Understand the power of beliefs/values and how they support or work against recovery
- d. Understand the basic philosophy and principles of psychosocial rehabilitation
- e. Understand the basic definition and dynamics of recovery
- f. Be able to articulate what has been useful and what not useful in his/her own recovery
- g. Be able to identify beliefs and values a person holds that works for or against his/her recovery
- h. Be able to discern when and how much of their recovery story to share with whom

**3. An understanding of and the ability to establish healing relationships**

- a. Understand the dynamics of power, conflict and integrity in the workplace
- b. Understand the concept of 'seeking out common ground'
- c. Understand and apply trauma-informed peer support
- d. Understand the meaning and importance of cultural competency
- e. Be able to ask open-ended questions that relate a person to his/her inner wisdom
- f. Be able to personally deal with conflict and difficult interpersonal relations in the workplace
- g. Be able to demonstrate an ability to participate in 'healing communication'

h. Be able to interact sensitively and effectively with people of other cultures

**4. An understanding of the importance of and have the ability to take care of oneself**

- a. Understand the dynamics of stress and burnout
- b. Understand the role and parts of the Wellness Recovery Action Plan (WRAP)
- c. Be able to discuss his/her own tools for taking care of him/herself

**CPS General Responsibilities**

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**1. Using the SMART goal setting process the CPS will:**

- a. Support peers in articulating personal goals for recovery and wellness.
- b. Support peers in articulating the objectives necessary to reach his or her recovery and wellness goals.

**2. The CPS will successfully support and document when necessary the following by:**

- a. Assisting peers in identifying strengths.
- b. Assisting peers in identifying recovery and wellness goals.
- c. Assisting peers in setting objectives.
- d. Assisting peers in identifying barriers
- e. Support peers in determining recovery and wellness interventions based on peers' life goals.
- f. Recognizing and reporting progress peers make toward meeting objectives.
- g. Understanding and utilizing specific interventions necessary to support peers in meeting their recovery and wellness goals.

**3. Utilizing their specific training, the CPS will:**

- a. Lead as well as teach peers how to facilitate recovery, healing and wellness support groups and classes.
- b. Support peers in creating a Wellness Recovery Action Plan (WRAP).
- c. Utilize and teach problem solving techniques with individuals and groups.
- d. Teach peers techniques for identifying and combatting negative self-talk.
- e. Teach peers techniques for identifying and overcoming fears.
- f. Support the vocational choices peers make and support them in overcoming job-related anxiety.
- g. Support peers in building social skills in the community that will enhance job acquisition and tenure.
- h. Support staff in identifying program environments that are conducive to recovery and healing; lend their unique insight into mental illness or addiction/dependency and what makes recovery possible.
- i. Attend program team meetings to discuss peer's self-directed recovery tools.

**4. Utilizing their unique recovery experience, the CPSs will:**

- a. Teach and role model the value of every individual's recovery experience.

- b. Support the peer in obtaining decent and affordable housing of his or her choice in the most integrated, independent, and least intrusive or restrictive environment.
- c. Model effective coping techniques and self-help strategies.

**5. The CPSs will maintain a working knowledge of current trends and developments in the mental health and addictions treatment fields through relevant material.**

- a. Continue to develop and share recovery-oriented material with other CPSs.
- b. Attend relevant seminars, meetings, and in-service trainings whenever offered.

**6. The CPSs will serve as a recovery agent by:**

- a. Providing and advocating for effective recovery based services.
- b. Support peers in obtaining services that suit that individual's recovery needs.
- c. Inform peers about community and natural supports and how to utilize these in the recovery process.
- d. Support peers in developing empowerment skill through self-advocacy and the use of human experience language to combat stigma.
- e. Support peers in setting up and sustaining Self-Help support groups.

**CVAB REACH Center CPS Duties**

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Hospitality is important to the well-being of every community and this is especially true of CVAB. Helping people feel welcome, safe and informed is especially important as we work to accomplish our agency’s mission. The ability to foster an environment that is encouraging, empowering and supportive through gathering and providing necessary information, providing mutual peer support, assisting volunteers in their roles and facilitating groups and activities are a big part of the role of the CPS—the hub of our community.

**1. For new guest, the Center CPS will:**

- a. Warmly greet him or her; be sure he or she has checked in with the Greeter
- b. Gather necessary information required of each guest
- c. Provide helpful materials and orientation to CVAB and its programs
- d. Offer to assist with specific needs
- e. Introduce him or her to other person’s present
- f. Connect him or her to members of the CVAB community
- g. Answer or find answers to any questions
- h. Provide mutual peer support

**2. For returning guest or members, the Center CPS will:**

- a. Regularly “check-in” with each person attending the Center
- b. Stay “in-tune” with the needs of individuals at the Center
- c. Listen to needs (expressed verbally or through actions) and support seeking solutions
- d. Provide guidance on taking next steps in recovery and community involvement
- e. Provide mutual peer support

- f. Be an advocate
3. **Around the Center, the Center CPS will:**
    - a. Keep information racks and boards up-to-date
    - b. Get information of upcoming events and interests to the Center community
    - c. Host Center events
    - d. Coordinate services with the Greeter
    - e. Work closely with other staff members
    - f. Encourage and support individual and community respect, responsibility and recovery
    - g. Be first point of contact in support of CVAB volunteers
    - h. Assist volunteers to prepare and perform duties
    - i. Support volunteers
  4. **Group/Activity Facilitation, the Center CPS will:**
    - a. Prepare materials in advance
    - b. Keep written record of group attendance, issues and progress
    - c. Work with co-facilitators in group formation and facilitation
    - d. Respond to individual and community need when group requested
    - e. Work with Director on planning and implementing new groups
  5. **Regarding Administration, the Center CPS will:**
    - a. Help with preparation of reports
    - b. Keep Center information up-to-date
    - c. Perform daily duties as required

### **CVAB REACH Center Administrative Support Duties**

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In addition to the role of peer support, the CPS will have additional administrative duties to support two programs: the REACH Center; the Peer-Run Organization (PRO) project.

1. **REACH Center administrative support is primary responsibility that includes:**
  - a. Maintaining timely entry of REACH Center data.
  - b. Working with Center Director and CVAB Performance Director to generate needed data for funders and organizational dashboards.
2. **PRO project administrative support is secondary responsibility that includes:**
  - a. Completing assigned tasks related to proofing/editing documents.
  - b. Completing social media tasks as assigned.

This role is 75% REACH Center and 25% PRO project.

Special qualifications for this position can include having an active WRAP.

In addition, you will be responsible for attending scheduled meetings, keeping an accurate record of your time, and any additional assigned duties.