

Peer Support—Employment Position Qualifications, Competencies, and Responsibilities

All staff will be able to meet the qualifications, competencies, and responsibilities of the Peer Support position. All staff provide peer support services, serve as an advocate; provide information and support for peers in a variety of settings.

Peer Support—Employment performs a wide range of tasks to support peers living their own lives and directing their own recovery, healing, and wellness process. Peer Support—Employment will model competency in recovery, healing, and wellness.

Qualifications

General qualifications for all employees:

1. Alignment with agency Core Values.
2. Positive, self-motivated, and able to work independently and well with others as a member of various teams.
3. Innovative, flexible, and willing to work with a constantly changing environment and priorities without losing enthusiasm for the organizational mission.
4. Good judgment and the ability to make timely and sound decisions.
5. Attention to detail and able to meet timely documentation requirements.
6. Strong interpersonal skills and able to work effectively with diversity of individuals at all organizational levels.
 - a. Able to work in a cooperative and collaborative manner as a team member with community partners, coworkers, and program participants.
 - b. Able to work with people from diverse cultures.
 - c. Able to form trusting relationships.
7. Experience with or knowledge of agency services and local health and human services.
8. Strong written and verbal communication skills, including the ability to read, write, and speak English. Being bilingual is preferred but not required.
9. Lived experience of mental health and/or substance use recovery and knowledge of mental health or substance use disorders services—behavioral health services.
 - a. Confidence in your own wellness.
 - b. Able to draw on your own experience and willing to share it as appropriate.
 - c. Passion and enthusiasm for peer support and the belief that recovery is possible.
10. Able to use a variety of computer programs and support others in doing so.
11. Working knowledge of Microsoft Office Suite and other data systems.
12. Ability to lift 30 pounds.
13. Able to work flexible hours that may include weekends.
14. Able to travel within the region using approved means.
 - a. Valid Driver's license, reliable transportation, insurance coverage, and appropriate driving record.
15. Degree or credentials required for the specific position.
16. Appropriate criminal background.
17. Eligible to work in the United States as 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/>.

Specific qualifications for the Peer Support—Employment

1. Understanding of how to navigate and utilize local employment services and systems.
2. A demonstrated ability of relating well with employers in the community.

Competencies

All employees should possess the following competencies:

1. An understanding of their job and the skills to do that job.
2. Meet the competencies as outlined in [SAMHSA’s Core Competencies for Peer Workers in Behavioral Health Services](#).

Responsibilities

General responsibilities of all employees:

1. Serve as a recovery agent:
 - a. Support and role model the value of every individual’s unique recovery experience.
 - b. Provide and advocate for effective recovery-based services.
 - c. Develop and share recovery-oriented material with peers and team members.
 - d. Know the elements of SAMHSA’s Working Definition of Recovery and Wellness Domains and their application in peer support.
2. Understand and support the Aspects of Our Culture:
 - a. Communicate and be an example of our Core Values.
 - b. Maintain our unique approach to supporting others.
 - c. Support being a team of teams.
 - d. Provide context for empowering the teams and team members, and not exercising unnecessary control.
 - e. Ensure their teams are highly aligned with strategic goals of agency, and support loosely united tactics to accomplish the goals.
 - f. Effectively use platform operating systems.
 - g. Use *Our Path to a Healthy Community* to plan actions to meet needs and support team and peer outcomes.
3. Act as an effective team member:
 - a. Communicate effectively with other team members and maintain positive working relationships throughout the organization.
 - b. Maintain a working knowledge of current trends and developments in the behavioral health treatment fields.
 - c. Participate in relevant meetings, events, and training when appropriate.
 - d. Document services and support as necessary and in a timely manner.
 - e. Keep an accurate record of your time.
 - f. Perform other duties as assigned.

Specific responsibilities of the Peer Support—Employment:

1. Through activities, classes, groups, and individual peer support, the Peer Support—Employment will support peers to:

- a. Identify personal strengths.
 - b. Identify and overcome barriers.
 - c. Identify how to get their needs met.
 - d. Identify appropriate resources to support their recovery goals.
 - e. Identify and overcome fears.
 - f. Identify and combat negative self-talk.
 - g. Build social skills that will support their recovery goals.
 - h. Practice self-advocacy.
 - i. Develop problem-solving techniques.
 - j. Achieve the outcomes they are seeking.
 - k. Create a Wellness Recovery Action Plan (WRAP).
2. The Peer Support—Employment will use the SMART Goals process to:
- a. Assist peers in learning how to articulate their personal goals for recovery, healing, and wellness, including the objectives necessary to reach those goals.
 - b. Recognize and report progress made towards those goals.
 - c. Understand and utilize specific interventions necessary to support peers in meeting their recovery and wellness goals.
3. The Peer Support—Employment will utilize their training and personal recovery experience to:
- a. Both lead and teach peers how to facilitate effective activities, classes, and groups.
 - b. Support the vocational choices peers make and support them in overcoming barriers to obtaining or maintaining employment.
 - c. Support peers in obtaining safe and affordable housing of their choice in the most integrated, independent, and least intrusive or restrictive environment.
 - d. Model effective coping techniques and self-help strategies.
 - e. Maintain an environment that is conducive to recovery and healing.
 - f. Lend their unique insight into mental health and/or substance use recovery and share elements of their story when appropriate.
4. The Peer Support—Employment will promote recovery by:
- a. Supporting peers in obtaining services and support that suit their individual recovery needs.
 - b. Informing peers about community and natural support and how to develop and utilize them in the recovery process.
 - c. Supporting peers in developing empowerment skills through self-advocacy and the use of human experience language to combat stigma.
 - d. Supporting peers in setting up and sustaining support groups.
5. The Peer Support—Employment encourages and supports employment that meets the unique needs, skills, and interests of everyone by:
- a. Supporting participants in exploring work history, strengths, personal culture, justice involvement, and other factors that relate to a current vocational goal.
 - b. Assisting participants with employment applications, preparing resumes, interviewing skills, and job preparation.
 - c. Partnering with employers and performing job development as needed.
 - d. Providing ongoing support as needed to individuals who obtain employment.

6. As a job developer, the Peer Support—Employment is an ambassador of the agency to the business community:
 - a. Connecting with businesses within the region for purposes of learning their workforce needs and opportunities for supporting them achieving success.
 - b. Seeking out businesses that have special hiring programs.
 - c. Explaining incentives offered to companies that hire people from marginalized communities including recognized disabilities.

7. If certified as a Benefit Planner, the Peer Support—Employment provides education and support to individuals receiving SSI/SSDI or other government benefits by:
 - a. Supporting participants in learning how their SSI, SSDI, and other government benefits will be affected by earned income.
 - b. Support participants making informed choices with developing a plan to work.
 - c. Supporting individuals in exploring and implementing any work incentives they may qualify for.