

THE PHOENIX PROJECT INC.
PEER SUPPORT SPECIALIST
JOB DESCRIPTION

Position: Peer Support Specialist	Peer Support Specialist Name:
Supervisor Name:	Street Address, City, County
Director Name:	Other:

I. A. PURPOSE OF POSITION:

Peer Support Services are structured and scheduled activities for adults aged eighteen (18) and older with a diagnosis of Mental Health and Substance Use disorders. Peer Supports are provided by Peer Support staff. Peer Support Service is an individualized, recovery-focused service that allows individuals the opportunity to learn to manage their own recovery and advocacy process. Interventions of Peer Support staff serve to enhance the development of natural supports, as well as coping and self-management skills. Interventions of Peer Support staff may also provide supportive services to assist an individual in community re-entry following hospitalization.

Peer Support Services emphasize personal safety, self-worth, confidence, and growth, connection to the community, boundary setting, planning, self-advocacy, personal fulfillment, and development of social support, and effective communication skills. Services emphasize the acquisition, development, and expansion of rehabilitative skills needed to move forward in recovery.

Examples of specific interventions include:

- Self Help: Cultivating the individual's ability to make informed, independent choices. Helping the individual develop a network of contacts for information and support based on experience of the Peer Support staff.
- System Advocacy: Assisting the individual to talk about what it means to have a mental illness to an audience or group. Assisting the individual with writing a letter or making a telephone call about an issue related to mental illness or recovery.
- Individual Advocacy: Discussing concerns about medication with the Physician or Nurse at the individual's request. Helping the individual make appointments for psychiatric and general medical treatment when requested. Guiding the individual toward a proactive role in health care.
- Pre-Crisis and Post Crisis Support: Assisting the individual with the development of a personal crisis plan, and/or a Psychiatric Advance Directive (PAD). This includes help in developing the Wellness Recovery Action Plan (WRAP). Giving feedback to the individual on early signs of relapse and how to request help to prevent a crisis. Assisting the individual in learning how to use the crisis plan.

B. WORK SCHEDULE: Work schedule will vary per assigned client needs.

C. PROGRAM REQUIREMENTS: The maximum program staff ratios are as follows: QP-to-CPSS is 1:8; CPSS-to beneficiary is 1:15; and group ratio for CPSS Group Facilitator-to-beneficiaries is 1:12. Peer Support staff can bill for time developing Psychiatric Advanced Directives as well as Wellness Recovery Action Plans and pre and/or post-crisis plans.

II. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES:

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The Peer Support Specialist primary responsibilities are to direct, coordinate, and manage the activities of a comprehensive mental health program and to ensure the program operates in full compliance with relevant laws, ensure accuracy of data; compliance with regulation; and identify operational efficiencies.

The Peer Support Specialist will provide service activities to include the following interventions:

- Education and training of clients and others who have a legitimate role in addressing the needs identified in the Person-Centered Plan
- Preventive and therapeutic interventions designed for direct individual activities.
- Assist with skill enhancement or acquisition, and support ongoing treatment and functional gains.
- Develop interpersonal and community relational skills, including adaptation to home, school, work, and other natural environments.
- Therapeutic mentoring and Supportive Counseling
- Symptom monitoring and self-management of symptoms
- Inform the client about benefits, community resources and services.
- Assist the client in accessing benefits and services.
- Arrange for the client to receive benefits and services.
- Monitor service provision.
- Case management to arrange, link or integrate multiple services as well as assessment and reassessment of the client's need for services Provide coordination of movement across levels of care, directly to the person/family, Referral linkage and Person-Centered Planning
- Coordinates discharge planning
- Coordinates community re-entry following hospitalization, residential services, and other levels of care.
- **First Responder** crisis response on **24/7/365** basis to consumers experiencing a crisis.
- Service coordination activities within the person-centered plan
- Skill building
- Daily and Community Living Skills
- Socialization skills
- Adaptation skills
- Symptom monitoring and management skills
- Education substance abuse
- Therapeutic mentoring
- Behavior and anger management techniques

The Peer Support Specialist will be responsible for required documentation.

WORK ENVIRONMENT AND CONDITION:

The Peer Support Specialist will work in a variety of environments and settings. Peer Support Specialist must be able to work flexible hours.

TRAINING, KNOWLEDGE, SKILLS, AND ABILITIES:

Peer Support must be delivered by individuals who have the life experience of being diagnosed with a serious mental illness or substance use disorder and must be North Carolina Certified Peer Support Specialists who:

- a) Self-identify as an individual with life experience of being diagnosed with a serious mental illness or substance use disorder which meets Federal Definitions and
- b) Are well established in their own recovery and

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- c) Are currently in recovery and are stable,
- d) Have a high school diploma or GED equivalency,
- e) Are supervised by a Qualified Professional (QP), and
- f) Are not family members of the individual who receives Peer Support services.

Peer Support Services may be provided by paraprofessionals. Follow the NC Peer Support Certification Guidelines under BHRP (Behavioral Health Resource Plan, School of Social Work, UNC Chapel Hill).

REQUIRED MINIMUM TRAINING:

All employees are required to complete agency orientation within the first thirty (30) days of employment. Employees are also required to complete NCI training prior to being alone with any clients. Employees providing Peer Support Services to adults will complete training specific to the required components of the Peer Support service definition including crisis response within the first 90 days of employment.

SUPERVISION RECEIVED BY PEER SUPPORT SPECIALIST:

The Peer Support Specialist will have access to their supervisor on an ongoing basis through face-to-face contact, via email and through written correspondence or telephone. If an Associate Professional or Paraprofessional, a supervision plan will be completed to include supervision requirements.

LICENSE OR CERTIFICATION REQUIRED BY STATUTE OR REGULATION:

A valid NC drivers' license is required for this position. Must be NC Certified Peer Support Specialist.

CERTIFICATION: Peer Support Specialist's Certification: I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

Signature _____ Title _____ Date _____

Supervisor's Certification: I certify that (a) I am the Immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the Peer Support Specialist.

Signature _____ Title _____ Date _____