**Peer Support Specialist Volunteer**

**Duty Statement**

The Peer Support Specialist Volunteer works as a member of the service provider team. The PSSV brings unique experiences and perspective as a consumer. This assists the team in the development and provision of a culturally responsive and recovery-oriented mental health services and/or substance use recovery services. The Peer Support Specialist Volunteer contributes their personal experience, appropriate self-disclosure and empathy while engaging consumers of the agency. The experience of having "walked the same path" as other consumers, while partnering with staff, enriches the culture of the agency and improves program effectiveness.

**The role of the Peer Support Specialist Volunteer is to provide any of the following services:**

**1. Assists clinic/programs in providing a welcoming environment.**

a. Welcome/greet consumers in lobby or welcoming center.

b. Provide empathetic listening.

**2. Facilitate/co facilitate peer self-help groups (e.g.; WRAP, WELL, My Meds My Doctor & Me, etc.)**

a. Provide support and empathetic listening to members of the group.

b. Call to remind members about the group

c. Call/contact members who miss group.

**3. Outreach consumers by phone**

a. Remind consumers about doctor’s appointments

b. Follow-up with consumers who miss doctor’s appointments.

**4. Assist and promote consumers in engaging in supportive networks and activities outside the**

**behavioral health system.**

1. Provide information about 12 step groups, support groups, free or low cost counseling,

community activities etc.

**5. Refer consumer to a licensed clinician whenever imminent risk, danger or abuse is suspected or**

**reported by others. These situations include but are not limited to:**

a. Threats to harm identified victim (Tarasoff situations)

b. Suspicion of being dangerous to self or others or grave disability (5150) criteria.

c. Elder or dependent abuse, neglect or exploitation

d. Child abuse or neglect

e. Abuse or violation of patients’ rights

f. Adverse incident reporting (Department Policy #248)

**6. Attend and participate in staff meetings, special events, conferences, workshops, and trainings**

**within RUHS–BH Service System.**

**7. Validate the experiences of the consumer, while modeling and promoting recovery.**

a. Utilize recovery/empowering language.

**8. Actively seek supervision/consultation as needed.**

a. With Senior Peer Support Specialist

b. Clinic Supervisor

c. Other staff

**Full time Peer Support Specialists / PSS Intern Duty Statement**

The Peer Support Specialist (PSS) works as a member of the clinic/program team. The PSS brings unique experiences and perspective as a consumer. This assists the team in the development and provision of culturally responsive and recovery-oriented behavioral health services. The Peer Support Specialist contributes their personal experience, appropriate self-disclosure and empathy to outreach, network, support and engage with consumers of the agency.

The Peer Support Specialist also adds the consumer experience and perspective to the development of programming, service delivery, formulation of treatment strategies, review of program efficacy and recovery planning. The experience of having “walked the same path” as other consumers, while partnering with staff, enriches the culture of the agency and improves program effectiveness.

**DUTY STATEMENT:** The role of the Peer Support Specialist is to provide any of the following services:

1. Assist clinics/programs in providing a welcoming environment that reflects cultural/ethnic awareness and sensitivity
   1. Provide input regarding the lobby, group rooms and any other areas utilized by consumers, to assure that these areas are free from barriers to service/recovery
   2. Welcome/greet consumers in lobby or welcoming center
   3. Follow up with new consumers (face to face or by phone) within the first 30 days of services, to encourage consumer’s active participation in their individual recovery and to identify and resolve barriers to treatment and other services
2. Work both individually or in groups to promote awareness and help consumers link/access regarding:
   1. Community resources
   2. County services
   3. Recovery and wellness concepts and principles
   4. Educational opportunities
   5. Vocational services, supports and job opportunities
   6. Co-occurring disorders and dual recovery options
   7. How to avoid re-hospitalization
   8. Accessing Interpretation/translation services
3. Assist consumers in learning skills and activities around daily living
   1. Assist consumers with shopping budget, accompany on shopping trips to assist consumers in identifying and developing related life and problem-solving skills
   2. Assist consumers in learning how to use a bus schedule, accompany them on the bus, in order to model and support confidence building and life skills
   3. Supply consumers with information on health and nutrition and encourage clients to take care of themselves physically and medically, including exploring options and choices for medical care
   4. Financial planning: assist consumer to identify and develop life skills and problem-solving skills related to money management, paying bills, bank accounts, etc.
   5. Assist consumers in learning how to maintain their living environment
4. Outreach to unengaged consumers, face-to-face or by phone
   1. Visit clinic/program consumers in hospital
   2. Visit new consumers in hospital and link to outpatient program
   3. Visit and support consumers in the IMDs
   4. Contact/visit consumers in shelters
   5. Contact consumers who have missed MD appointments
   6. Contact consumers who have been referred, to encourage them to seek help
   7. Contact new consumers to follow up services within 30 days
   8. Engage homeless consumers with outreach team
   9. Present information about mental health services/recovery in the community (Churches, senior centers, community centers, hospitals, health fairs, jails, Mental Health Court, educational system, etc.)
5. Assist consumers in navigating the system of care
   1. Facilitate/participate in new client orientation
   2. Assist consumers to understand the system and help them reduce barriers accessing services
   3. Provide information and help link consumers to county services
   4. Follow up with new consumers (face-to-face or by phone) within the first 30 days of service
6. Assist and promote consumers in engaging in supportive networks and activities outside the mental health system.
   1. Provide information about 12 step groups, support groups, free or low cost counseling and community activities, etc.
   2. Attend 12 step groups, support groups and community activities with clients
   3. Promote attendance at area advocacy and resource conferences
7. Facilitate peer self-help/recovery groups (e.g.; WRAP, WELL, COLOR, Facing Up, My Wellness My Doctor & Me, etc.)
   1. Outreach to and support members of self-help/recovery groups
   2. Call to remind consumers about group
   3. Call/contact members who miss groups
   4. Assist in skill building
   5. Managing big feelings
   6. Coping with difficult side effects
   7. Problem-solving
   8. Improve daily living skills
8. Refer consumer to a licensed clinician whenever imminent risk, danger or abuse is suspected by the Peer Specialist or reported by others. These situations include but are not limited to:
   1. Threats to harm identified victims (Tarasoff situations)
   2. Suspicion of being dangerous to self (including suicidal thoughts), danger to others, or grave disability (5150 criteria)
   3. Elder or dependent adult abuse, neglect or exploitations
   4. Child abuse or neglect
   5. Patient abuse or violations of patient’s rights
   6. Adverse incident reporting (Department Policy #248)
9. Communicate, represent and promote consumer/recovery perspective
   1. Present information on recovery to co-workers (e.g. Keeping Recovery Skills Alive)
   2. Share the consumer perspective during member conferences, staff meetings, supervision and training. Clarify client choices and recovery values
   3. Share personal recovery story (one on one or in a group) to accomplish the duties of this position
   4. Collaborate with staff to improve recovery practices in all levels of service
10. Attend and participate in special events, conferences, workshops and trainings with the behavioral health system and in the community
    1. Attend Monthly Peer Training and Support meetings
    2. May is Mental Health Month Events
11. Facilitate communication between staff and the consumer to further their engagement in services and to promote recovery
12. Document services provided on time and in a manner that complies with County policies, State and Federal regulations
13. Assist and support consumers in crisis, especially to promote hope and minimize severity of relapse
14. Assist consumers with individual recovery planning (e.g.; WRAP, Taking Action, etc.)
15. Provide emotional support to consumers who need an advocate at community appointments.
    1. Assist consumer in developing self-advocacy skills
    2. Role-model in the community to practice skills
16. Comply with State and Federal confidentiality regulations, mandated reporting laws and county policies.
17. Maintain ethical and professional standards, including the separation of personal recovery issues from the consumer’s recovery
18. Actively seek supervision/consultation weekly or as needed
    1. With clinic/program supervisor
    2. With Senior Peer Support Specialist
    3. With Peer Policy and Planning Specialist
19. Validate the experience of the consumer while modeling and promoting recovery
20. Utilize recovery/empowering language with staff and consumers
21. Other duties as assigned