



MENTAL HEALTH PEER SPECIALIST TRAINEE

Class Code:
79725

Bargaining Unit: LIUNA - Support Services

COUNTY OF RIVERSIDE
Established Date: Jun 22, 2006
Revision Date: Jun 22, 2006

SALARY RANGE

\$14.95 - \$22.88 Hourly
\$2,591.71 - \$3,965.76 Monthly
\$31,100.58 - \$47,589.15 Annually

CLASS CONCEPT:

Under close supervision, provide information, support and assistance and advocacy for consumers and/or caregivers/family members of consumers of mental health services and to provide feedback and perspective to the mental health system relative to the impact and effectiveness of the services provided and to do other work as required.

This is the entry and trainee level class in the Mental Health Peer Specialist series. Incumbents are expected to promote to the journey level position of Mental Health Peer Specialist upon meeting the minimum qualifications and with satisfactory work performance.

Incumbents in this class report to either a program supervisor or a regional manager; team with mental health professionals in the provision of consumer treatment, directly assist consumers and families/caregivers in the utilization of appropriate community resources, provide education and information to consumers and the community; and provide a unique consumer perspective to the mental health team.

Incumbents in this class provide basic information, training, support, encouragement, advocacy, service effectiveness assessment and related services in order to assist the consumer and family/caregiver in coping with immediate situations. The consumer and family/caregiver perspective is provided in the development of programs and services and in formulation of treatment strategies. Incumbents of this class do not attempt to modify or change the consumer's personality structure. Classes in this series differ from those in the Clinical Therapist series in that the latter, due to advanced education and experience, use independent judgment in making diagnoses, developing treatment plans, and providing a wide range and variety of mental health services including psychotherapy. This series differs from the Behavioral Health Specialist series in that the latter does not require the unique experience of having been the recipient or having been closely associated with the direct recipient of mental health services.

REPRESENTATION UNIT:

LIUNA - Support Services

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- In a training capacity: informs, trains, supports and empowers consumers and families/caregivers who directly or indirectly receive mental health services.
- Communicates, represents and promotes the consumer and families/caregivers' perspective within the mental health system.
- Facilitates self-help groups for consumers, youth, family members and caregivers.
- Attends and participates in special events, conferences, workshops and trainings within the mental health system and in the community.

- Develops activities, programs and resources which support consumers and family/caregivers in achieving their goals.
- Supports the appropriate recognition, acceptance and understanding of social and cultural factors in the provision of mental health services.
- Develops effective working relationships with agencies and organizations to advocate for consumer and family/caregiver empowerment.
- Helps prepare and support clients and families/caregivers at case staffings and at a variety of formal and informal hearings.
- Helps consumers and those who support them to articulate their needs.
- Focuses on and is sensitive to consumer and family/caregiver satisfaction with the services received and general satisfaction with mental health services.
- Assists and promotes consumers and those who support them in support networks and activities.
- Documents all activities as required.

RECRUITING GUIDELINES:

Experience: Depending on the assignment, current or previous experience as a consumer of mental health services or as a family member/caregiver of a former or current mental health consumer.

Knowledge of: The basic needs and difficulties faced by ethnically diverse consumers, caregivers and families of mental health consumers; the public and/or private agency services available for families, children and adults with serious mental health needs, such as schools, social services and other systems.

Ability to: Learn the basic principles of the mental health system and effectively work within the system; represent and advocate for the consumer perspective within the community and mental health system; understand the cultural and social factors affecting behavior patterns; effectively communicate the workings of the mental health system to service consumers, parents, family members and caregivers; establish and maintain working relationships with a wide range of community agencies and organizations; obtain and record accurate information for case documentation and other reports.

OTHER REQUIREMENTS:

License/Certificate: Possession of a valid California Driver's License may be required.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).

PROBATIONARY PERIOD:

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.



MENTAL HEALTH PEER SPECIALIST

Class Code:
79726

Bargaining Unit: LIUNA - Support Services

COUNTY OF RIVERSIDE
Established Date: Jun 22, 2006
Revision Date: Jun 22, 2006

SALARY RANGE

\$17.60 - \$26.95 Hourly
\$3,050.87 - \$4,670.55 Monthly
\$36,610.50 - \$56,046.64 Annually

CLASS CONCEPT:

Under direction, provide information, support and assistance and advocacy for recipients, and/or caregivers/family members of consumers of mental health services and to provide feedback and perspective to the mental health system relative to the impact and effectiveness of the services provided and to do other work as required.

Incumbents in this class perform the full journey level scope of assignments in the Mental Health Peer Specialist series and report to either a program supervisor or a regional manager; team with mental health professionals in the provision of consumer treatment, directly assist consumers and families/caregivers in the utilization of appropriate community resources, provide education and information to consumers and the community; and provide a unique consumer perspective to the mental health team.

Incumbents in this class provide a full range of information, training, support, encouragement, advocacy, service effectiveness assessment and related services in order to assist the consumer and family/caregiver in coping with immediate situations. The consumer and family/caregiver perspective is provided in the development of programs and services and in formulation of treatment strategies. Incumbents of this class do not attempt to modify or change the consumer's personality structure. Classes in this series differ from those in the Clinical Therapist series in that the latter, due to advanced education and experience, use independent judgment in making diagnoses, developing treatment plans, and providing a wide range and variety of mental health services including psychotherapy. This series differs from the Behavioral Health Specialist series in that the latter provides general counseling, initial assessment and case management. In contrast, this series provides information and assistance based on the unique perspective of being a recipient of or having been closely associated with the direct receipt of mental health services.

REPRESENTATION UNIT:

LIUNA - Support Services

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Informs, trains, supports and empowers consumers and families/caregivers who directly or indirectly receive mental health services.
- Communicates, represents and promotes the consumer and families/caregivers' perspective within the mental health system.
- Facilitates self-help groups for clients, youth, family members and caregivers.
- Attends and participates in special events, conferences, workshops and trainings within the mental health system and in the community.
- Develops activities, programs and resources which support consumers and family/caregivers in achieving their goals.

- Supports the appropriate recognition, acceptance and understanding of social and cultural factors in the provision of mental health services.
- Develops effective working relationships with agencies and organizations to advocate for consumer and family/caregiver empowerment.
- Helps prepare and support clients and families/caregivers at case staffings and at a variety of formal and informal hearings.
- Helps consumers and those who support them to articulate their needs.
- Focuses on and is sensitive to consumer and family/caregiver satisfaction with the services received and general satisfaction with mental health services.
- Assists and promotes consumers and those who support them in support networks and activities.
- Documents all activities as required.

RECRUITING GUIDELINES:

Experience: Depending on the assignment, current or previous experience as a consumer of mental health services or as a family member/caregiver of a former or current mental health consumer.

AND

One year as a Mental Health Peer Specialist Trainee or one year of experience equivalent to the Mental Health Peer Specialist Trainee.

Knowledge of: The needs and difficulties faced by ethnically diverse consumers , caregivers/ families of mental health consumers; the public and/or private agency services available for families, children and adults with serious mental health needs, such as schools, social services and other systems; the self-help and consumer oriented treatment models; and methods to effectively communicate with consumers, family/caregivers, the community and the mental health treatment team.

Ability to: Understand the principles of the mental health system and effectively work within the system; effectively represent and advocate for the consumer perspective within the community and mental health system; understand and articulate the cultural and social factors affecting behavior patterns; effectively communicate the workings of the mental health system to service consumers, parents, family members and caregivers; establish and maintain strong working relationships with a wide range of community agencies and organizations; obtain and record accurate information for case documentation and other reports.

OTHER REQUIREMENTS:

License/Certificate: Possession of a valid California Driver's License may be required.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).

PROBATIONARY PERIOD:

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SENIOR MENTAL HEALTH PEER SPECIALIST

Class Code:
79727

Bargaining Unit: LIUNA - Support Services

COUNTY OF RIVERSIDE
Established Date: Jun 22, 2006
Revision Date: Jun 22, 2006

SALARY RANGE

\$21.97 - \$33.67 Hourly
\$3,808.76 - \$5,835.49 Monthly
\$45,705.09 - \$70,025.90 Annually

CLASS CONCEPT:

Under direction, to provide the highest level of information, support and assistance and advocacy for consumers and/or caregivers/family members of consumers of mental health services and to provide feedback and perspective to the mental health system relative to the impact and effectiveness of the services provided; provide specialized training and work direction to other peer specialists and to do other work as required.

Incumbents in this advanced level class perform the highest level of assignments in the Mental Health Peer Specialist series and report directly to either a regional manager or Peer Policy and Planning Specialist; team with mental health professionals in the provision of consumer treatment, directly assist consumers and families/caregivers in the utilization of appropriate community resources, provide education and information to consumers and the community; provide a unique consumer perspective to the mental health team; and may act in a lead capacity.

Incumbents in this class provide a full range of information, training, support, encouragement, advocacy, service effectiveness assessment and related services in order to assist the consumer and family/caregiver in coping with immediate situations. The consumer and family/caregiver perspective is provided in the development of programs and services and in formulation of treatment strategies. Incumbents of this class do not attempt to modify or change the consumer's personality structure. Classes in this series differ from those in the Clinical Therapist series in that the latter, due to advanced education and experience, use independent judgment in making diagnoses, developing treatment plans, and providing a wide range and variety of mental health services including psychotherapy. This series differs from the Behavioral Health Specialist series in that the latter does not require the unique experience of having been the recipient or having been closely associated with the direct recipient of mental health services.

REPRESENTATION UNIT:

LIUNA - Support Services

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Acts as a resource person for and assists in the training, work assignment and supervision of other peer specialists.
- Provides guidance and leadership in the solution of the most complex consumer service and case related situations.
- Informs, trains, supports and empowers consumers and families/caregivers who directly or indirectly receive mental health services.
- Communicates, represents and promotes the consumer and families/caregivers' perspective within the mental health system.
- Develops and facilitates self-help groups for consumers, youth, family members and caregivers.
- Attends, participates and takes a leadership role in special events, conferences, workshops and trainings within the

mental health system and in the community.

- Develops and promotes activities, programs and resources which support consumers and family/caregivers in achieving their goals.
- Supports the appropriate recognition, acceptance and understanding of social and cultural factors in the provision of mental health services.
- Develops effective personal and departmental working relationships with agencies and organizations to advocate for consumer and family/caregiver empowerment.
- Helps prepare and support consumers and families/caregivers at case staffings and at a variety of formal and informal hearings.
- Helps consumers and those who support them to articulate their needs.
- Focuses on and is sensitive to consumer and family/caregiver satisfaction with the services received and general satisfaction with mental health services and investigates the most sensitive complaints.
- Assists and promotes consumers and those who support them in support networks and activities.
- Documents all activities as required.

RECRUITING GUIDELINES:

Experience: Depending on the assignment, current or previous experience as a consumer of mental health services or as a family member/caregiver of a former or current mental health consumer.

AND

One year of experience as a Mental Health Peer Specialist or two years of experience equivalent to the Mental Health Peer Specialist.

Knowledge of: The basic principles and practices of leadership and training; the needs and difficulties faced by clients, caregivers and families of mental health consumers; the public and/or private agency services available for families, children and adults with serious mental health needs, such as schools, social services and other systems; the self-help and consumer oriented treatment models; methods to effectively communicate with consumers, family/caretakers, the community and the mental health treatment team and

Ability to: Act in a lead capacity; understand the principles of the mental health system and effectively work within the system; effectively represent and advocate for the consumer perspective within the community and mental health system; understand and articulate the cultural and social factors affecting behavior patterns; effectively communicate the workings of the mental health system to service consumers, parents, family members and caregivers; develop and maintain strong working relationships with a wide range of community agencies and organizations; obtain and record accurate information for case documentation and other reports.

OTHER REQUIREMENTS:

License/Certificate: Possession of a valid California Driver's License may be required.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).

PROBATIONARY PERIOD:

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MENTAL HEALTH PEER POLICY & PLANNING SPECIALIST

Class Code:
79728

Bargaining Unit: Management Resolution - Management

COUNTY OF RIVERSIDE
Established Date: Jun 22, 2006
Revision Date: Nov 1, 2010

SALARY RANGE

\$24.19 - \$35.03 Hourly
\$4,193.38 - \$6,071.78 Monthly
\$50,320.61 - \$72,861.36 Annually

CLASS CONCEPT:

Under general direction, to plan, coordinate and advocate for programs, activities and services which support an ethnically diverse population of consumers and families/caregivers in receiving from the mental health system the full scope of services they require; to make ongoing policy and program recommendations based on the special needs of consumers and/or families/caregivers; to functionally supervise specialized programs for consumers and families/caregivers; to make policy and operational recommendations to the highest levels of mental health administration; and to do other work as required.

Incumbents of this classification report to the Director of Mental Health or his designee and are primarily responsible for understanding the needs and perspective of consumers and families/caregivers, focusing on the barriers to care, and providing that unique perspective to mental health administration. Duties include communicating, developing, organizing, facilitating, coordinating and advocating for programs, services and activities designed around the special identified needs of consumers and those who care for them. The classification is further characterized by special project assignments, by its functional countywide responsibility for consumer directed programs and services and by its responsibility for representing the department of mental health at statewide and national activities relative to consumer oriented services.

REPRESENTATION UNIT:

Management Resolution - Management

EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Understands, articulates and advocates for the consumer and family/caregiver perspective in policies, procedures and practices within the department of mental health.
- Makes consumer and family/caregiver oriented recommendations to mental health administration on current and proposed policies, programs and procedures.
- Develops and implements strategies aimed at meeting the needs of consumers and family/caregivers for information, education, support and empowerment.
- Develops and administers programs for the improvement of consumer relations, consumer satisfaction and understanding of "consumer culture".
- Coordinates the oversight and/or supervision of consumers and family/caregivers in the provision of mental health services and program design and development.
- Monitors consumer and family/caregiver complaints, concerns and issues regarding access to and satisfaction with services and peer assistance in solving problems.

- Participates in the analysis of current and proposed State and Federal legislation as it impacts department programs and corresponds with State liaisons for the application and implementation of legislative changes.
- Develops partnerships with diverse community and State and local consumer/caregiver groups, including advocacy, self-help, family alliances and parent groups.
- Supports the appropriate recognition, acceptance and understanding of social and cultural factors in the provision of mental health services.
- Plans, develops and implements consumer and family/caregiver related training and human resource development projects.
- Represents the department at local, statewide and federal task forces, workshops, conferences and meetings.
- Partners with other county agencies such as Probation, Department of Social Services, the Office of Education and school districts to facilitate services to consumers and families/caregivers.
- Undertakes other related special projects as assigned and compiles a variety of reports.

RECRUITING GUIDELINES:

Experience: Current or previous experience as a consumer, direct family member/caregiver of a mental health consumer.

AND

Two years of experience as or comparable to the Mental Health Peer Specialist in a California County Department of Mental/Behavioral Health.

OR

One year of experience as or comparable to the Mental Health Senior Peer Specialist in a California County Department of Mental/Behavioral Health.

OR

One year of experience comparable to the Mental Health Peer Policy and Planning Specialist.

Knowledge of: The needs and difficulties faced by consumers and families/caregivers of mental health consumers; the concepts of self-help, peer support and recovery model; familiarity with the mental health consumer movement; basic program development and management techniques; basic training and development techniques; public and/or private agency services available for consumers of mental health services; basic principles of individual, group and community behavior and sensitivity to multicultural issues.

Ability to: Communicate the consumer experience and perspective at all levels within the mental health system and the community; assist to establish policies and procedures that support the treatment and other needs of consumers and families/caregivers; establish and maintain effective working relationships with diverse groups, including mental health consumers, consumer/family organizations, family members, caregivers, treatment staff, other county departments and community organizations; investigate and assess complaints and work to solve problems; prepare and deliver group presentations and training; effectively establish and maintain good relations with a range of social and ethnic groups; and communicate effectively in oral and written form, preparing formal reports, brochures and documents.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).

PROBATIONARY PERIOD:

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