**TAY Peer Support Specialist Role**

The TAY Consumer Peer Support Specialist (PSS) works as a member of the Children Services provider team. The PSS brings unique experiences and perspective as once being a consumer in the children’s behavioral health system of care. The PSS assists the team in the development and provision of culturally competent and recovery oriented behavioral health services. The PSS contributes their personal experience, appropriate self-disclosure and empathy to outreach, network and provide support services to consumers of the agency.

The PSS 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 a child, who has accessed children’s services and has transitioned to adult services, while partnering with parents and staff to enrich the culture of the agency and improve program effectiveness.

**Duty Statement:**

The role of the TAY Peer Support Specialist (PSS) is to provide any of the following services.

* Assist clinics/programs in providing a welcoming environment that reflects cultural/ethnic awareness and sensitivity
* 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
* Provide input and reflect personal lived experience as a consumer of behavioral health services during staff meetings, case team consultations and trainings
* Welcome/greet consumers in lobby or welcoming centers
* Follow up with new and returning consumers (face to face or by phone) within the first 30 days of services, to encourage consumers’ active participation in their individual recovery/discovery, and assist in problem solving barriers to their receive services.

Work both individually and in groups with consumers to provide support services in recovery/discovery.

* Behavioral Health services
* Community resources (12-step groups, Parks & Recreation, Faith-based organizations, etc.)
* Recovery and wellness concepts and principles
* Vocational services, supports and job opportunities
* Educational opportunities
* How to avoid re-hospitalization
* Co-occurring challenges and dual recovery options
* Assist with the transition from children’s services adult-oriented service systems
* Work with and build rapport with agency partners in the community (DPSS, Public Health, contract service providers, etc.)

Assist and support consumers to skill-build around daily living

* Assist consumers with budget and shopping strategies
* Role-model in the community (basic needs, grocery, clothing shopping, etc.) to assist consumers to identify and develop related life and problem solving skills
* Assist and support consumers with how to utilize public transportation (reading and understanding bus schedule, assist/accompany consumers on public transportation to role model and support to build confidence)
* Provide consumers with information on health and nutrition. encouraging consumers to take care of themselves physically and medically, exploring choices and options for medical care
* Financial planning: Support and assist consumers to identify and develop life and problem solving skills related to finance (money management, paying bills, bank accounts, etc.)
* Assist consumers to keep and maintain their living environment (cooking, cleaning , boundaries in shared living arrangements, etc.)
* Provide emotional support to consumers who need an advocate at community appointments

Outreach to unengaged consumers face to face and or by phone

* Visit and support clinic/program consumers in hospital
* Visit new consumers in hospital and link to outpatient program
* Contact/visit consumers in shelters
* Contact consumers who have missed MD appointments, therapy appointments, and groups
* Contact consumers who have been referred and encourage them to seek services
* Engage homeless consumers and families at area shelters (e.g.; The Place, Path of Life Shelter, etc.)
* Provide information about mental health services/recovery in the community( schools, faith-based organizations, community centers, hospitals, health fairs, foster care, etc.)

Assist consumers to navigate the system of care

* Facilitate or participate in new client orientation
* Support and assist with understanding/navigating the system and help to reduce barriers to accessing services
* Assist child and family with children’s system of care
* Assist with transitional elements of aging out to adult system of care (Behavioral Health, SSI, food stamps, etc.)
* Navigation through Department of Rehab
* Navigation through Vocational Services

Support, assist, and promote consumers to engage in supportive networks and activities outside of the behavioral health system

* Clubs at school
* Sports
* Band/choir
* Recovery Innovations Peer Centers(18+)
* Smooth Transitions
* Cup of Happy
* Community Recreation Centers
* Provide information about 12 step groups, support groups, free to low cost counseling. Attend said groups and community activities with consumers when applicable.

Facilitate self-help groups (e.g. Wrap, Well, basic cooking, etc.)

* Call consumers to remind them of group
* Support and assist consumers/families to secure transport to and from group
* Call/contact consumers and or family members who miss groups/appointments.

Refer consumer to a licensed clinician and report to immediate supervisor whenever imminent risk, danger and/or abuse is suspected or reported by others.

These situations include, but are not limited to:

* Threats to harm identified victims (Tarasoff situations)
* Suspicion of being dangerous to self, including suicidal thoughts (5150 criteria)
* Grave disability (5150 criteria )
* Elder or dependent abuse, neglect or exploitation (APS situations)
* Child abuse or neglect (CPS reporting)
* Patient abuse or violation of patients’ rights
* Adverse incident reporting (Department Policy # 248)

Comply with state and federal confidentially regulations, mandated reporting laws, and county policies

Communicate, represent, and promote consumer recovery/discovery perspective

* Present information on recovery to co-workers ( e.g. Keeping Recovery Skills

Alive )

* Share the consumer perspective during case staffing, staff meetings, supervision and training
* Advocate, support, and clarify client choices as it pertains to children’s system of care
* Appropriately share personal recovery/discovery lived experience one on one or in group setting
* Assist consumers with individual recovery planning

Maintain ethical and professional standards, including the separation of personal recovery challenges from the consumer’s recovery

Attend and participate in special events, mental health fairs and conferences (May is Mental Health Month Fair, Recovery Happens, CMHACY, CASRA, iNAPS and CASRA), and educate community through the presentation of workshops and all required/continuous county trainings within the behavioral health system

* Monthly peer support meeting
* Quarterly all staff meetings
* Annual All Peer Educational Summit
* TAY Collaborative meetings

Facilitate communication between staff, consumer and family to provide further engagement in services

Document services provided on time and in a manner that complies with county policies, state, and federal regulations.

Assist clinical staff during a crisis, specifically to provide support and hope to the consumer to mitigate severity of relapse.

Actively seek supervision/consultation weekly or as needed with

* Clinic/program Supervisor
* Senior Peer Support Specialist

Validate the experience of the consumer while modeling and promoting recovery

* Utilize recovery/empowering language

Other duties as assigned