

### **Tech Suite - Peer Support Specialist Role and Duty Statement**

The Tech Suite Peer Support Specialist (PSS) works as a member of the Tech Suite program team. The Tech Suite Peer Support Specialist is in recovery, having the ability to perform their duties while in the workplace. Must have the ability to separate personal wellness from work responsibilities. The PSS brings unique experiences and perspective as a consumer. This assists the team in the development and provision of culturally competent and recovery oriented mental health services and tools, to include the Tech Suite Innovations Program. The Peer Support Specialist contributes their personal experience, appropriate self-disclosure and empathy to outreach, network, support and engage consumers of the RUHS-BH services and community members, who utilize the Tech Suite Program.

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 collaborating with Tech Suite Innovations Program developers to enrich the culture of the Tech Suite Program and expand its effectiveness.

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

1. Assist Tech Suite Innovations Program in providing a welcoming environment that reflects cultural/ethnic awareness and sensitivity.
  - a. Provide education and information throughout Riverside County to consumers and community to reduce barriers to recovery services and support mental health wellness.
  - b. Provide/attend events, trainings, groups, and individual education to staff, consumers, and community to assist in accessing and usage of Tech Suite Innovations Program tools.
  - c. Follow up with new utilizers (face to face or by phone) within the first 30 days of services, to encourage active participation in their individual recovery and to identify and resolve barriers to program usage, treatment, and other services.
2. Work both individually or in groups to promote awareness and help consumers and community link/access technology available to assist with:
  - a. Community resources
  - b. Wellness services
  - c. Recovery and wellness concepts and principles
  - d. Co-occurring disorders and dual recovery options
  - e. How to avoid re-hospitalization
  - f. Accessing services specific to reducing barriers regarding interpretation/translation.

3. Assist consumers in utilizing TSP Apps to learn skills and practice activities regarding ADLs:
  - a. Assist users in identifying and developing related life and problem-solving skills (i.e. creating lists and budgets for shopping, organizing appointments, keeping daily routine).
  - b. Assist users in learning how to problem solve transport challenges.
  - c. Supply users with information on health and nutrition, and encourage them to practice self-care physically and medically, and to explore options/choices for medical care.
  - d. Financial planning: assist consumer to identify and develop life skills and problem-solving skills related to money management, paying bills, bank accounts, etc.
  - e. Assist consumers in learning how to maintain their living environment.
4. Assist with outreach to disengaged consumers, community members, and workforce by training staff and community in usage of Tech Suite Program Apps as engagement tools in:
  - a. Hospitals, IMD's, inpatient/outpatient programs, doctor, therapy, and other appointments.
  - b. Shelters, homeless outreach services
  - c. Churches, senior centers, community centers
  - d. Educational system
  - e. Forensic Services (jails, probation, courts)
  - f. Community events and health fairs.
5. Assist users in navigating the Tech Suite Program Apps in order to:
  - a. Build upon already existing recovery tools
  - b. Reduce emotional stressors that impact relationships and activities
  - c. Provide information and help link users to resources available in Riverside County
6. Assist and promote users in engaging in supportive networks and activities outside the mental health system
  - a. Provide information about Tech Suite Program Apps to support and link to wellness enhancement programs (12-step groups, support groups, free or low cost counseling, community activities, etc.).
  - b. Encourage users to utilize enhancement programs to build a foundation of support for mental and emotional wellness.
7. Facilitate Tech Suite Program education groups:
  - a. Demonstrate skills for app utilization
  - b. Assist users in sharing successful app usage
  - c. Normalize challenges regarding technology to reduce barriers and anxiety
  - d. Reduce mental and emotional health stigma
  - e. Enrich engagement to maintain commitment to self-care/recovery

8. Provide education with regard to referral process whenever imminent risk, danger, or abuse is suspected by Tech Suite Program Apps, PSS's, or reported by others. These situations include but are not limited to:
  - a. Threats to harm identified victims (Tarasoff situations)
  - b. Suspicion of being dangerous to self (including suicidal thoughts), danger to others, or grave disability (5150 criteria)
  - c. Elder or dependent adult abuse, neglect or exploitations
  - d. Child abuse or neglect
  - e. Patient abuse or violations of patient's rights
  - f. Adverse incident reporting (Department Policy #248)
9. Communicate, represent and promote consumer/recovery perspective
  - a. Present information on recovery to community members, staff, and users.
  - b. Share the consumer perspective during member conferences, staff meetings, supervision and training. Clarify individual choices and recovery values.
  - c. Share personal recovery lived experience (one on one or in a group) to accomplish the duties of this position.
  - d. Collaborate to improve recovery practices in all levels of service, to include use of TSP Apps as engagement tools in treatment planning, and for practicing self -empowerment in recovery.
10. Attend and participate in special events, conferences, workshops and trainings with the mental health system and in the community
  - a. Attend Monthly Peer Training and Support meetings
  - b. Community Outreach Events
    - i. May is Mental Health Events
    - ii. Recovery Happens Event
    - iii. The Longest Night Events
11. Educate consumers and staff on how to utilize TSP Apps to enhance communication to further engagement in services and to promote recovery.
12. Assist consumers with individual recovery planning (e.g. WRAP) by sharing TSP Apps as enhancements to wellness planning
13. Assist consumer in developing self-advocacy skills
14. Comply with State and Federal confidentiality regulations, mandated reporting laws and county policies.

15. Maintain ethical and professional standards, including the separation of personal recovery issues from the recovery of individuals utilizing TSP Apps.
16. Actively seek supervision/consultation weekly or as needed
  - a. With Senior Peer Support Specialist
  - b. With Peer Policy and Planning Specialist
17. Validate the experience of the utilizers while modeling and promoting recovery.
18. Utilize recovery/empowering language with staff, consumers and community members.
19. Other duties as assigned