

# Finger Lakes Community Action

**Job Title:** Youth Peer Support Provider

**FLSA Status:** Non-Exempt

**Department:** Advocacy for Community Empowerment (ACE)

**Reports To:** ACE- Director

## **Summary:**

Youth Peer Support services are formal and informal services provided to youth who are experiencing social, emotional, developmental, substance use and/or behavioral challenges in their home, school, and/or community. These services provide the training and support necessary to ensure engagement and active participation of the youth in the treatment planning process and with the ongoing implementation and reinforcement of skills. Services are delivered in a trauma informed, culturally and linguistically competent manner.

Youth Peer Support activities must be intended to develop and achieve the identified goals and/or objectives as set forth in the youth's Individualized Partnership Plan.

The structured, scheduled activities provided by this service emphasize the opportunity for the youth to expand the skills and strategies necessary to move forward in meeting their personal, individualized life goals, develop self-advocacy skills, and to support the transition into adulthood. There are 5 service components: Skill Building, Coaching, Engagement/Bridging Transitional Supports, Self-Advocacy/Self-Efficacy/Empowerment, and Community Connections with Natural Supports.

This service can occur in a variety of settings including community locations where the youth lives, works, attends school, engages in services, and/or socializes.

## **Essential Duties and Responsibilities:**

### *Program Service Provision*

- Understand the Advocacy for Community Empowerment (ACE) and specific goals of the program.
- Support the ACE and Finger Lakes Community Action., mission statement.
- Maintain a knowledge of agency-related terms and forms.
- Ability to work flexible hours (including evenings and some weekends).
- Attend all necessary meetings and trainings.
- Display sensitivity to cultural and ethnic norms of the client and family served.
- Employ professional boundaries.
- Ability to work well with and demonstrate a non-judgmental approach to working with individuals whose backgrounds and values are different than their own.
- Provide intense quality services to all families and youth, ensuring a substantial change through the use of the Individualized Partnership Plan, focusing on individual strengths, and develop individualized goals.
- Communicate clearly with the child/youth and family.

- Employ active listening skills and professional boundaries.
- Provide guidance techniques such as active listening, setting limits, goal-setting, role modeling and dealing with anger and other emotions in positive, responsive ways.
- Introduce and connect families to community activities which promote family cohesion. These activities may be cultural, education or recreational, are individualized for each family based on their culture, needs, values and preferences. Activities need to be consistent with the family's income to assure the possibility of continuing the activities post-waiver.
- Know the impact of learning disabilities and developmental delays on skill set and recreational activities.
- Ability to work well with individuals from diverse backgrounds.
- Offer positive, supportive peer relationships that foster trust and hope for positive change, choice, wellness recovery and personal empowerment.
- Present a positive example of a person with a lived experience who has been successful at managing their own recovery by actively investing in/maintaining their personal wellness.
- Emphasize individual's strengths, weaknesses, diversities and support networks to determine their goals.
- Work with individuals to implement their individualized partnership plans to change behavior or cope with difficult situations.
- Assist individuals in identifying and utilizing necessary services, such as obtaining benefits, food, shelter, permanent housing and entitlements.
- Provide assistance in advocating for self-directed services such as wellness self-management, self-determination, and self-advocacy that lead to pathways to recovery.
- Provide 1:1 peer support.
- Focus on person-centered goal planning that incorporates life areas such as community connectiveness, physical wellness, spirituality, employment and self-help.
- Demonstrate experience with and knowledge of the NYS Mental Health and Substance Abuse Systems.
- Assist with skills development that guides people towards a more independent life.
- Partner with a wide range of community organizations/systems.
- Maintain annually a minimum of 15 hours of job-related training. (i.e. workshops, class seminars and webinars). Need to provide proof of hours in attendance. All trainings shall be documented and placed in your personnel records file.

### *Planning and Organization*

- When referrals are made, establish and maintain a process which systematically ensures the enrollment of eligible individuals and families.
- Follow up on all appropriate ACE referrals and document outcomes.

- Maintain daily recordkeeping and documenting of behavioral change and growth.
- Participate in program evaluations, goal setting and continuous improvement.

#### *Program Compliance and Reporting*

- Maintain accurate record keeping systems, which includes all family enrollment forms, case notes, confidentiality sign off sheets and all other child/parent documents as required.
- Complete and submits progress notes per waiver guidelines.
- Relate each progress note to specific goals and objectives
- Complete all Medicaid billable information.
- Adheres to NYS and the agency requirements (E.g., HIPAA and ethical guidelines such as confidentiality in all matters).
- Maintain the agency confidentiality policy in all matters.
- Protect and support the needs of area and enrolled children and families by becoming aware of the physical and behavioral signs of child abuse, neglect, and maltreatment, reporting all suspected cases of child abuse, neglect and maltreatment, become familiar with the agency's procedures for reporting suspected cases of abuse, neglect, and maltreatment. In conjunction with administrative staff, reports all incidents of child abuse suspected to Advocacy for Community Empowerment.
- Compile data and monthly reports.
- Provide timely accurate quarterly and annual reports as necessary.

#### *Safety Responsibilities*

- Obey all safety rules, government regulations, signs, markings and instruction.
- Become familiar with safety policies that apply directly to you in the area in which you work.
- Attend and actively participate in safety meetings.
- Report any unsafe hazardous conditions to your supervisor.
- Refrain from any unsafe act that might endanger yourself, consumers or fellow employees.
- Report all workplace accidents or incidents immediately to your supervisor.
- Practice good housekeeping by picking up tools and materials and putting them into their proper places.
- Compliance with safety and health rules and regulations is a condition of employment.

#### *Collaboration and Parent Inclusion*

- Promote the program and the agency in a positive and professional manner, and demonstrate cohesive and effective communication skills, working with others in a team approach.
- Work with other staff members and collaborate with program Director to help each enrolled family obtain and use community resources, keeping an accurate record of all referrals and their outcomes.
- Work in collaboration with both public and private organizations to expand resources and opportunities in order to achieve family, youth and community outcomes.
- Other duties as assigned

**Qualifications:**

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**Education/Experience:**

- Licensing not required
- Must have experience as a recipient of mental health and/or substance abuse disorder with a willingness to share personal, practical experience, knowledge and first-hand insight to benefit program enrollees.

**Language Ability:**

- This position requires excellent verbal and written communication skills.

**Math Ability:**

- Basic math skill. Ability to add, subtract, multiply and divide.

**Reasoning Ability:**

- This position requires the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**

- Must have working knowledge of basic computer applications such as Microsoft Office.

**Knowledge Base and Skills:**

Working knowledge of the following: child and adolescent development; child serving systems; domestic violence: signs and basic interventions; emotional, cognitive and behavioral management techniques; frequently abused drugs and drug combinations; harm reduction; suicide prevention; medication assisted treatment for substance use disorder (SUD); basic understanding of medications: intended effects, interactions, and side effects; mental health

disorders-signs and symptoms; service continuum-community resources; substance use disorders-signs and symptoms; consumer rights

Ability to demonstrate the following: engagement and follow through; family support; linkage facilitation (bridging and transition support); meeting or group facilitation skills; motivational interviewing; safety plan development, implementation and monitoring; treatment planning and implementation; therapeutic use of self-disclosure.

### **Certifications, Licenses and Required Training:**

***All training must be completed within 90 days of hire or as soon as offered in the community of employment***

- Valid Driver's License
- Mandated Reporter
- Center for Practice Innovations (CPI) Trainings: HCBS, Core Competencies, FIT and any others deemed necessary
- Safety in the Home and Community training
- Trauma Informed Care
- Cultural Competencies
- OMH Online Foundations Training
- Crisis De-escalation, Resolution, and Debriefing
- Other mandated Medicaid trainings as required
- First Aid/CPR training is strongly recommended

### **Job Specific Training Requirements:**

**Certified Recovery Peer Advocate (CRPA):** Youth is an individual 18 to 30 years of age and have the following:

- All Peer Specialist Staff must be OMH and/or OASAS certified as follows: OMH established Certified Peer Specialist and OASAS Certified Peer Advocate. For staff working with the dually diagnosed population, it is recommended that they have both certifications to be fully prepared to serve the populations of that program.
- Lived experience defined as having been impacted or affected by substance use disorders and/or be in recovery from substance use disorders
- A high school diploma or a State Education Commencement Credential or General Equivalency Degree (GED)
- Completed a minimum of 46 hours of content specific training, covering topics of: advocacy, mentoring/education. Recovery/wellness support and ethical responsibility.
- Documented 1,000 hours of relative work experience, or document at least 500 hours of related work experience if they:
- Have a Bachelor's Degree, a credentialed by OASAS as a CASAC or CASAC trainee or Prevention Professional or completed the 30-hour Recovery Coach Academy training.

- Provided evidence of at least 25 hours of supervision specific to the performance domains of advocacy, mentoring/education, recovery/wellness and ethical responsibility. Supervision must be provided by an organization documented and qualified to provide supervision per job description.
- Passed the NYCB/IC&RC Peer Advocate Exam or other exam by an OASAS designed certifying body.
- Submitted 2 letters of recommendation
- Demonstrated a minimum of 16 hours specifically related to Youth Peer Support.
- Completed 20 hours of continuing education earned every two years, including 6 hours of ethics.

### **Supervisory Responsibilities:**

- This position has supervisory responsibilities for Youth Peer Advocate Team Leaders.

### **Work Environment:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- The noise level in the work environment is usually quiet.

### **Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and Ability to adjust focus. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms.

### **Compliance:**

- “If any person witnesses, learns of, or is asked to participate in any activities that are potentially in violation of the Finger Lakes Community Action Compliance Plan, he or she should make a confidential contact, without repercussion, to the Compliance Officer, his or her Director/Manager, or the Executive Director. Reports may be made by calling the compliance Hotline (1-315-665-0131 x110), or by emailing information to the Compliance Officer [compliance@waynecap.org](mailto:compliance@waynecap.org) or by walk-in to the Compliance Officer’s office.”
- All employees and volunteers will follow Finger Lakes Community Action’s Response Plan regarding Pandemic/Infectious Control. This plan includes guidance for the agency employees and volunteers during any such time period to strive to operate effectively & ensure that all essential services are continuously provided and that

employees and volunteers are safe within the workplace be it at the office, at another FLCA location or working remotely.

- As indicated in FLCA’s Response Plan, it may be necessary for some employees to work from home. FLCA will work with each employee to determine the necessity for temporary remote duties; however, there may be some situations that require the employee to be physically present in the workplace. This will be at the sole discretion of the Director and Administrator of the program. If an employee is required to be physically present in the workplace and cannot report to work as scheduled, regular leave policies and procedures should be followed.
- Temporary remote working arrangements are expected to be short term, and FLCA will continue to monitor guidance from health officials and the need for remote work arrangements. Employees should not assume any specified period for telework, and FLCA may require employees to return to regular, in-office work at any time. Should the health crisis warrant, FLCA may require all employees, with the exception of essential personnel, to work from home. Employees should be proactive with program Directors and Administrators in preparing for these circumstances to ensure employees have the resources necessary to work remotely

#### **Medicaid Fraud:**

- Medicaid fraud and abuse affects all New Yorkers by depleting valuable public funds meant to provide healthcare and health related services to vulnerable citizens. The New York State Office of the Medicaid Inspector General (OMIG) is a nationally recognized leader among Medicaid program integrity agencies. OMIG’s recovery efforts and cost-containment initiatives save hundreds of millions in taxpayer dollars each year. Finger Lakes Community Action employees are required to assist OMIG in fighting fraud, waste, and abuse by reporting potentially suspicious behavior or incidents. The agency encourages anyone who observes instances of potential Medicaid fraud, waste, or abuse to contact OMIG’s fraud hotline. Tips can be completely anonymous—and OMIG investigates all reported information.
- If you suspect fraud or abuse, call toll free:  
1-877-87-FRAUD \* 1-877-873-7283

#### ***Employer's Disclaimer***

**All requirements are subject to possible modification to reasonably accommodate** (*Your signature indicates you have read this job description document and it has been discussed with you.*)

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

- **This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.**
- **This document does not create an employee contract, implied or otherwise, other than an "at will" employment relationship.**

*(Your signature indicates you have read this job description document and it has been discussed with you.)*

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_