

Wayne County Action Program

Job Description

Job Title: Adult Peer Support Provider

FLSA Status: Non-Exempt

Department: Advocacy for Community Empowerment Program (ACE)

Reports To: ACE - Director

Summary:

Peer Support Specialist focuses on strengths as well as needs, assists to set priorities and goals with a rehabilitation and recover focus. They are designed to promote skills for coping with and managing behavioral health symptoms while utilization of natural resources and the enhancement of recovery-oriented principles (e.g hope, self-efficacy and community living skills).

The structured, scheduled activities emphasize the opportunity for peers to support each other in the restoration and expansion of the skills and strategies necessary to move forward in recovery. Peer Support uses trauma-informed, non-clinical assistance to achieve long-term recovery from a behavioral health disorder.

There are 6 categories of peer-support components: advocacy, outreach/engagement, self-help, recovery supports, transitional supports, and pre-crisis/crisis supports.

Essential Duties and Responsibilities:

Program Service Provision

- Understand 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 individuals, ensuring a substantial change through the use of the Individualized Partnership Plan, focusing on person-centered goal planning that incorporates life areas.
- Assist individuals in participating in shared decision making regarding behavioral health, substance challenges and human services systems to access appropriate care.
- Assist with the development of psychiatric advance directives if needed (PAD).
- Communicate clearly with the individual.
- Employ active listening skills and professional boundaries.

- Provide guidance techniques such as active listening, setting limits, goal setting, role modeling, dealing with anger and other emotions in positive responsive ways.
- Raise the awareness of existing services, pathways to recovery and help the individual to remove barriers that exist for access to them.
- Introduce and connect individuals to community activities which promote community cohesion. These activities may be cultural, education and/or recreational and are individualized for each based on their culture, needs, values and preferences. Activities need to be consistent with the individual's income to assure the possibility of continuing the activities post-waiver.
- Assist individuals to help connect to natural supports that enhance the quality and security of life.
- Connect individuals to "warm-lines" and self-help groups in the community.
- 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 individual enrollment forms, case notes, confidentiality sign off sheets and all other 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.
- 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:

Adult Empowerment Services – Peer Supports:

Peer Support services are peer-delivered services with a rehabilitation and recovery focus. Designed to promote skills for coping with and managing behavioral health symptoms while facilitating the utilization of natural resources and the enhancement of recovery-oriented principles (e.g. hope, self-efficacy and community living skills). Direct service staff should be appropriately licensed or credentialed and trained with appropriate skills for engaging individuals.

- 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 populations, it is recommended that they have both certifications to be fully prepared to serve the populations of that program.
- Unlicensed staff must be at 21 years of age and have a high school diploma or equivalent, and 1-3 years of relevant experience working with individuals with SUD disorders and/or SMI or a BA degree.

Supervisory Responsibilities:

- This position has no supervisory responsibilities.

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.

Agency Response Plan:

All employees and volunteers will follow Wayne Cap's Agency 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 Wayne Cap location or working remotely.

As indicated in Wayne CAP's Agency Response Plan, it may be necessary for some employees to work from home. Wayne CAP 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 Wayne CAP 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 Wayne CAP may require employees to return to regular, in-office work at any time. Should the health crisis warrant, Wayne CAP 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.

Employees working from home must still adhere to agency policies and standards of conduct, including but not limited to those regarding work schedules, timekeeping, attendance and punctuality; confidential information; electronic communications systems; data entry; and use and care of agency equipment.

Provider billable hour requirements may be increased due to decreased need for travel time. These requirements will be set by and changed at the discretion of the program director and administrator.

Compliance:

“If any person witnesses, learns of, or is asked to participate in any activities that are potentially in violation of the Wayne County Action Program 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 (1-315-333-4155 x3107), or by emailing information to the Compliance Officer compliance@waynecap.org or by walk-in to the Compliance Officer's office.”

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.

Wayne County Action Program 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 individuals with disabilities.**
- **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: _____