



Lead Peer Support Specialist

Class code: 538

Employee Group: SEIU

Salary Range: 14

I. Position Summary

Under general supervision, to provide support and guidance for the Peer Support Specialists; to provide mentorship and support through strength-based interventions, education, coaching and resource referrals; and to perform related work as required.

II. Distinguishing Features

The Lead Peer Support Specialist is an advanced journey level class in the Peer Support Specialist series. This class is distinguished from the journey level in the responsibility to serve as a lead worker and exercise technical and functional oversight over lower level positions as well as in the greater complexity of the work performed. Employees work within a framework of standard policies and procedures. Incumbents work under general supervision of a supervisor but often do not work in proximity to their supervisor. Incumbents are expected to be able to perform the full range of assigned duties in a fully proficient manner under a relatively short period of time. Incumbents possess a significant level of technical and functional expertise beyond that expected at the journey level.

III. Examples of Essential Position Duties

- Provides daily support to peers that are in various programs throughout the Mental Health Division, including support on timely and appropriate documentation, peer assignment management, and coaching.
- Determines what supports each individual peer needs and communicates needs to the manager of those programs.
- Coaches peers to provide support in times of crisis through shadowing and leading by example. Makes decisions about client needs and resources and defers to clinicians and managers when it is beyond the scope of peers.
- Assists in the delegation of duties among the peers in relation to the programs they support under the direction of the manager responsible for the program area.
- Prioritizes client needs such as food, shelter, medications, emotional support, problem solving, etc. and ensures that peers are available to meet those needs.
- Meets with individuals in other peer organizations to improve learning and training opportunities for Jackson County peers and promotes the use of peers in the mental health system.
- Identifies training needs and barriers for peers to integrate into the mental health system and gives feedback to stakeholders, including community partners, the courts, community justice, treatment agencies, schools, Oregon Health Authority, etc. and management.
- Provides support, such as coaching, education, information and resource referral, to individuals that are receiving services in various programs throughout the Mental Health Division.
- Determines, through discussions with individual clients and the treatment team, what supports each individual needs in regards to food, shelter, medications, emotional support, problem solving, etc., and works to address those needs with the individual and community partners.
- Provides support in times of crisis to the clients and/or the client's family as appropriate and in

coordination with the treatment team, which may include responding with the crisis team as part of the mobile response teams in the community.

- Assists individuals in making decisions about their resource needs as appropriate and in coordination with the resource team and defers to clinicians and managers when it is beyond the scope of peers.
- Establishes and maintains complete and accurate records of client activities, supports offered and progress in coordination with the treatment team. Accurately enters the appropriate information that supports the clinical needs of the client into the client record.
- Coordinates special programs and/or works with specific illnesses and age groups as assigned.
- Determines the needs of the individuals and works with clinicians and managers to develop appropriate group content.
- Operates a variety of office equipment, including computers, copier, fax machine, etc.
- Adheres to County and departmental policies and procedures as well as safe work practices, policies and procedures.
- Develops and maintains effective working relationships with other staff, public officials, the general public and representatives of other agencies.
- Attends and participates in required trainings.
- Has regular and reliable attendance.
- Overtime may be required.
- Performs other related duties as assigned.

IV. Knowledge, Skills and Abilities

Position requires knowledge of mental health systems; mental health terminology; available medical and community resources; record-keeping practices; safety procedures and protocol in mental health treatment; and, knowledge and skills in leadership and mentoring. Requires skills in mentoring and bringing about change to increase effective utilization of peers in community agencies. Requires the ability to work independently and as a team member; create effective utilization of peers in community agencies; exercise initiative, tact and good judgment in dealing with people from various backgrounds; respond professionally and responsibly in crisis, emergency or dangerous situations; maintain records with accuracy and confidentiality; understand and carry out detailed instructions of a technical and professional nature; develop and maintain trusting relationships with community partners and stake holders; speak professionally, assertively and appropriately within the scope of work in advocating for the needs of both the peer workforce development and supports as well as the clients; comply with all statutes, policies and procedures; understand and carry out oral and written directions; communicate effectively, both orally and in writing; and, establish and maintain cooperative working relationships with those contacted in the course of work.

V. Minimum Requirements (*Performance of the essential duties of this position includes the following requirements, physical demands and/or working conditions*)

Education and Experience

- A high school diploma or equivalent AND two years' experience as a certified Peer Support Specialist AND one year work experience in leading or managing other staff in daily job roles and functions.

Licenses, Certificates and Other

Certification by the Oregon Health Authority as a Peer Support Specialist. Must have a valid Oregon driver's license with an acceptable driving record.

Physical Demands (*Performance of the essential duties of this position includes the following physical demands and/or working conditions*)

Tasks require visual perception and discrimination and oral communications ability. Typically requires climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, sitting, lifting, fingering, grasping, talking, hearing, seeing (including ability to clearly distinguish and identify colors), and repetitive motions. Requires exerting up to 20 pounds occasionally, 50 pounds infrequently, of force to move objects; sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as typing, filing, data entry, or other office equipment or supplies. Driving is required.

Working Environments

Work is performed in an office environment and in the community and may include exposure to disruptive people and communicable diseases.

VI. Additional Information

This classification description is not intended to be an exhaustive list of duties, knowledge, skills, abilities, or requirements, as any one position in this classification may be assigned some or all of these duties, in addition to other duties not explicitly listed here. The various duties, responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, seasons, service levels and management's decisions on how to best allocate department resources. Any shift, emphasis or rebalancing of these assigned duties, responsibilities and/or assignments does not constitute a change in the job classification.

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