



JOB DESCRIPTION

JOB TITLE:	Peer Support Specialist
REPORTS TO:	Club House Manager
STATUS:	Non-Exempt, Full Time
BASE PAY:	\$27.88 Hourly / \$58,000 Annually

SUMMARY

The Peer Support Specialist is accountable to the Clubhouse Manager for the provision of a wide range of peer support services to assist members in regaining control over their own lives and over their own recovery process. The PSS provides both direct and indirect support services to members.

QUALIFICATIONS:

- Knowledge of mental health issues or experience working in social services field
- Knowledge of San Diego resources and public transportation
- Willingness to take peer counseling classes
- Access to reliable transportation
- Work well in a team-oriented, culturally diverse environment; required
- Flexibility and strong organizational skills
- Understand and carry out verbal/written directions
- Use a computer to maintain accurate records/files
- Effective communication, including presentation skills
- Excellent customer service skills
- Skills in coaching and de-escalation
- Fluent in ASL and thoroughly familiar with ASL culture
- Thorough knowledge of professional boundaries and how to upkeep professional boundaries
- Thorough understanding of confidentiality, HIPPA, mandated reporting, code of professional conduct, and professional ethics
- Thorough understanding of ethical scenarios and ethical decision making
- Thorough understanding of documentation and reporting processes

JOB RESPONSIBILITIES

▪ **Service Compliance**

- Adhere to and uphold the standards of DCS as mandated by its' mission, purpose, guiding principles and standards of service quality
- Adhere to and uphold the standards of San Diego County OHPOH's guiding principles and ethics
- Maintains confidentiality and privacy standards in accordance with agency policies and applicable regulations and laws including HIPAA.
- Familiarize self with Federal, State, and County laws pertaining to ClubHouse, general advocacy, peer support services, and mental health processes.
- Support and lead Program Advisory Group (PAG) with community members to learn about their interest, understanding of CH services and strengthening CH services.

▪ **1:1**

- Intake and case management
- Assesses needs of each client and provides resources or referrals accordingly
- Research current mental health tools to incorporate into assessments
- Creates individual plans and goals with each client based on their needs, utilizing WRAP plans with members and treatment teams.
- Maintains required documentation and client files in compliance with County documentation regulations utilizing Electronic Health Record ClubHOMS.

▪ **Group**

- Lead support groups in health and wellness, co-occurring disorders, recovery planning, employment support, etc.
- Research current mental health tools to incorporate into daily operations with services, classes, and workshops with clients.

▪ **Outreach**

- Create ASL video vlogs on mental health related information and resources.
- Supports the program manager in maintaining a strong healthy network, while also strategizing expansion of networks, partnerships, and resources for the program, as assigned
- Represents DCS or the deaf community at relevant events as booth exhibitors, presenter, guest speaker, or general representative, as assigned.
- Supports outreach efforts via presentations, workshops, and educational events, as assigned
- Contributes to public awareness among hearing individuals and organizations to enhance understanding of Deaf Culture and diverse deaf community groups, as assigned.

CORE COMPETENCIES:

- **Communication:** Articulates clearly and persuasively in various situations, actively listens, and seeks clarification, responds effectively to inquiries, demonstrates proficiency in group presentations, and actively participates in meetings.
- **Innovation--**Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.
- **Written Communication:** Produces clear and informative written content, ensures accuracy in spelling and grammar, adjusts writing style to meet specific needs, effectively presents numerical data, and demonstrates strong reading and interpretation skills.
- **Teamwork:** Balances team and individual responsibilities, maintains objectivity and openness to diverse perspectives, provides and receives constructive feedback, contributes to fostering a positive team environment, prioritizes team success, and supports colleagues in achieving shared goals.
- **Interpersonal Skills:** Focuses on conflict resolution, practices active listening, manages emotions effectively, remains open to new ideas and approaches.
- **Dependability:** Follows instructions and responds to management direction promptly, takes ownership of actions and commitments, fulfills obligations, commits to additional work hours, when necessary, communicates alternative plans promptly.
- **Initiative:** Volunteers readily for tasks and projects, engages in self-development activities, seeks opportunities for increased responsibilities, takes independent and calculated risks, identifies and capitalizes on opportunities, offers and requests assistance as needed.
- **Ethics:** Treats individuals with respect and integrity, honors commitments, inspires trust, maintains confidentiality, works with integrity and ethics, upholds organizational values.

To apply for the position, please email to careers@dcsosfd.org with your resume and cover letter. Thank you.