



POSITION DESCRIPTION

Unhoused Initiative (Adult/Youth) Peer Support Specialist

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is on a mission to empower Black families while mobilizing community resources and distributing them to those most in need. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities.

Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this by meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, we do this with the community's trust and track record to carry out the work.

POSITION OVERVIEW

The Unhoused Youth (Adult/Youth) Peer Support Specialist (“Peer Support Specialist”) is an active member of the Urban Triage unhoused programs and provides peer support services to unhoused participants with limited or little to no support. The Peer Support Specialist builds strong relationships with vulnerable young adults. This position will function as a role model to peers; exhibiting competency in personal recovery and use of coping skills; serving as a consumer advocate and providing consumer information and peer support for participants in outpatient settings. The Peer Support Specialist performs a wide range of tasks to assist peers of all ages, from youth to young adults, in regaining independence within the community and mastery over their own recovery process. Recovery resources such as booklets, tapes, pamphlets, and other written materials will be utilized by the Peer Support Specialist in the provision of services. This position will provide peer support, advocacy, and navigation services to vulnerable community members and landlords, as well as provide guidance in locating transportation, funding, and mental health services.

RESPONSIBILITIES

- Assist participants in articulating personal goals for recovery using one-on-one and group sessions. During these sessions, the Peer Support Specialist will support participants in identifying and creating goals and developing recovery plans with the skills, strengths, support, and resources to aid them in achieving those goals.
- Assist participants in working with their case manager or treatment team in determining the steps he/she needs to take to achieve these goals and self-directed recovery.
- Assist participants in setting up and sustaining self-help (mutual support) groups, as well as means of locating and joining existing groups.
- Utilize tools such as the Wellness Recovery Action Plan (WRAP) to assist participants in creating their own individual wellness and recovery plans.
- Independently or with periodic assistance of higher graded treatment team members, utilize and teach problem-solving techniques with individuals and groups; discussions will be utilized where participants will share common problems in daily living and methods they have employed to manage and cope with these problems. As one who has availed themselves of mental health services, the Peer Support Specialist will share their own experiences and what skills, strengths, supports, and resources they use. As much as possible, the Peer Support Specialist will share their own recovery story and as the facilitator of these sessions, will demonstrate how they have directed their own recovery.
- Use ongoing individual and group sessions to teach participants how to identify and combat negative self-talk and how to identify and overcome fears by providing a forum that allows group members and Housing Peer Support Specialists to share their experiences. By using identified literature, media, etc. participants will gain hope, learn to identify their strengths, and combat negative self-talk.
- Support participants' vocational choices and assist them in choosing a job that matches their strengths, overcoming job-related anxiety by reviewing job applications, and providing interview tips.
- Assist the participant in obtaining decent and affordable housing of his/her choice in the most integrated, independent, and least intrusive or restrictive environment by taking them out to view housing, either driving them or riding with them on public transportation.
- Inform participants about community and natural support and how to use these in the recovery process. Community resources may include but are not limited to the social security office, Department of Family and Children services, local YMCA, Library, restaurants, participants' service organizations, apartment complexes, and other types of housing, etc.
- Assist participants in developing empowerment skills and combating stigma through self-advocacy. This will be accomplished through regular meetings and individual or group sessions. Using role-playing/modeling techniques, the Peer Support Specialist provides opportunities for others to show/demonstrate how they have handled similar problems, how to present themselves in certain situations, or how to handle problems that may arise in interactions with others.

TASKS AND ROLES

- Provide short-term or long-term peer support to participants of our unhoused programs.
- Support participants in setting up initial and/or follow-up appointments for the resources and services needed to achieve goals.
- Support participants in setting up mental health referrals and care as needed.
- Establish close relationships with and serve as the primary point of contact for participants.
- Accompany participants to appointments, when requested.
- Communicate with team members (Program Manager, CEO, partners, etc.) to facilitate participant support.
- Provide referrals to community organizations and resources necessary to achieve goals.
- Observe, report, and assess participant needs and action plans.
- Identify resources for participants to overcome barriers to accessing resources, such as transportation, housing, and childcare arrangements.
- Remain aware of current services offered by service providers, such as mental health, housing, and employment assistance.
- Maintain strict confidentiality in accordance with organizational policies and certification requirements.
- Meet with participants after appointments to review and update the care plan.
- Assist participants in building social skills in the community that will enhance job acquisition and tenure.
- Teach and role model the value of every individual's recovery experience.
- Model effective coping techniques and self-help strategies.
- Serve as a recovery agent by providing and advocating for any effective recovery-based services that will aid the participant in daily living.
- Assist in obtaining services that suit that individual's recovery needs by providing names of staff, community resources, and groups that may be useful.
- Document the following on the participant's action plan: a.) Identified person-centered strengths, needs, abilities, and goals; b) interventions to assist the participant with reaching their goals for recovery; and c) progress made toward goals.
- Maintain a working knowledge of current trends and developments in the mental health field by reading books, journals, and other relevant materials.
- Share recovery materials with others at continuing education seminars and other venues to be developed to support recovery-oriented services.
- Attend continuing education seminars and other in-service training when offered.

QUALIFICATIONS

- Commitment to the mission of Urban Triage.
- Passionate, trustworthy, and empathetic when working with participants.
- Ability to build relationships with different types of people, including participants, organization members, and healthcare providers.
- Good communication and interpersonal skills and ability to speak concisely to participants and Care Team members.
- Organized with confidential participant material and appointment tracking.
- Flexible and adaptable in response to changing participant and healthcare providers' needs.
- Minimum high school degree or some college education.
- Valid State-issued Driver's License.
- Certification as a Peer Support Specialist.
- Strong understanding of cultural competency with the target population.
- Bilingual (English/Spanish) preferred.
- Computer literacy is desirable.
- Physical demands associated with office work.
- Some evening and weekend work is required.
- Positive individuals that can maintain solid working relationships with internal and external resources.
- Patient and able to remain composed in stressful situations.
- Flexible and able to adapt to different situations.
- Represent the Urban Triage team with professionalism.
- Require little management, direction, and/or supervision from the Program Manager.
- Comfortable with a Black-led organization.
- Ability to work in a fast-paced environment.
- Ability to keep all information private and confidential.
- Compassionate, professional, and non-judgmental.
- At least 2 years of experience working with youth and other vulnerable populations.
- At least 2 years of experience working with unhoused populations.
- At least 2 years working in a nonprofit organization preferred.
- At least 1 year working as a Peer Support Specialist or being part of a recovery team preferred.

BENEFITS

- Health, Dental, and Vision Insurance
- Long-term Disability Insurance
- Life Insurance
- Receive 5% in Deferred Compensation
- Employee Wellness
- Receive 4 Weeks of Vacation/PTO/Sick Leave, Annually
- Receive 1 week of Paid Time Off for Christmas Break

DISCLAIMER

The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

COMPLIANCE REQUIREMENT

This job adheres to the ethical and legal standards and behavioral expectations set forth in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations as well as company policies and training requirements.