



Title: Peer Specialist (2 Positions)  
FTE: Fulltime  
Report to: LWP-Program Director  
Location: The Fresno Center, Fresno Ca

#### **POSITION SUMMARY:**

The Fresno Center's Living Well Program (LWP) is designated as an organizational provider within the Fresno County Mental Health Plan. LWP is currently contracted through June 30, 2021 with Fresno County to provide culturally competent, linguistically accessible mental health services, intense case management services, and a full service partnership program. Additionally, the program is also a training site with the goal of helping to diversify the mental health workforce by increasing the numbers of bilingual and bicultural Southeast Asian clinicians in the County. LWP serves Medi-Cal Youths, Adolescents, Transitional Adult Youths (TAY), adults, and older adult clients with mental health illnesses. LWP outpatient mental health services are provided mainly in traditional SEA languages (Hmong, Lao, and Khmer).

Peer Support Specialists are responsible for monitoring, informing, supporting, assisting, and empowering consumers and their family/caregivers who directly or indirectly receive behavioral health services; facilitating peer-to-peer assistance as a part of a team setting; conducting outreach to consumers, families/caregivers and the community; and acting in a liaison role between consumers, families/caregivers and community service providers.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provides peer support and self-help services to Southeast Asian behavioral health consumers or family members/caregivers of consumers as appropriate.
- Assists in the development and coordination of activities, programs, and resources which directly support consumers or family members/caregivers of consumers in achieving wellness and recovery goals.
- Assists consumers to develop self-advocacy, communication and empowerment skills.
- Conducts outreach to consumers or family members/caregivers and the community, and acts as a liaison between consumers, family members/caregivers and community services providers.
- Under immediate supervision, participates in resolving complaints as required.
- Facilitates, or assists in facilitating self-help groups for consumers or family members/caregivers of consumers.
- Trains clients in independent living skills such as public transportation, housing applications, interviews, shopping, employment etc.
- Under direction of clinical staff, monitors, informs, supports, assists and empower consumers or family members/caregivers who directly or indirectly receive behavioral health services.
- Prepares and supports consumers and family members/caregivers at staffing meetings and at a variety of other consumer centered activities (e.g. interviews, application process for housing, etc.).
- Provides transportation to support clients, on a need basis.
- Provided translation and interpretation to support clients on a need basis.

#### **KNOWLEDGE OF:**

- Public and private agency services available for Southeast Asian families, adults with behavioral health needs, such as schools, social services and other systems;
- Methods of effectively communicating with Southeast Asian consumers, family/caregivers, and the behavioral health treatment team;



- 
- The needs and difficulties faced by ethnically diverse consumers or family members/caregivers of consumers of mental health services;
  - Barriers to wellness and recovery and obstacles with access to services for those utilizing behavioral health services.

**SKILLS AND ABILITIES TO:**

- Understand and follow oral and written instructions;
- Work harmoniously with Southeast Asian clients and co-workers;
- Establish and maintain strong working relationships with a wide range of community agencies and organizations;
- Communicate effectively both verbally and in writing; preferred bilingual in any other Southeast Asian languages;
- Interview and assist clients with diverse socio-economic backgrounds;
- Write basic reports and maintain records;
- Effectively represent and advocate for the consumer within the community and mental health system;
- Effectively communicate the workings of the mental health system to Southeast Asian consumers or family members/caregivers of consumers;
- Attends mandatory clinical in-services/trainings, supervision, and regularly scheduled department/agency meetings.
- Understanding of and ability to provide culturally appropriate and sensitive services.
- Serves on committees, task forces and special assignments as directed
- Maintain confidentiality of all information.

**MINIMUM QUALIFICATIONS:**

- ✓ Must have high school diploma or GED and some experiences in related health and social fields is preferred.
- ✓ Experiences in working with and outreaching to the Southeast Asian community
- ✓ Being competent in computer skills, such as Windows, excel, word processing, power point presentation, and other software programs is desired
- ✓ Must be bilingual in any of the Southeast Asian language(s)
- ✓ Medical billing experience preferred
- ✓ A valid driver's license may be required.

**ESSENTIAL JOB REQUIREMENTS FOR BILINGUAL SKILL**

- ✓ Communicate effectively in written and spoken Hmong and/or other Southeast Asian languages.
- ✓ Required ability to communicate effectively with monolingual Hmong and/or other Southeast Asian speaking clients and families for all clinical purposes, including therapy and assessments.
- ✓ Assist with phone calls for Hmong and/or other Southeast Asian clients.
- ✓ Required ability to provide translations and interpretation on a periodic basis.
- ✓ Other translation tasks as required.

**FLSA STATUS:**

Non-Exempt

**CLOSING DATE: September 21, 2018 @ 5:00 P.M. - *Position is contingent upon continued funding.***

To apply, please submit a cover letter, resume and three references **via email** to Dr. Ghia Xiong at [ghiaxiong@fresnocenter.org](mailto:ghiaxiong@fresnocenter.org), with Peer Specialist Position in the subject line, or you can pick up an application at The Fresno Center, 4879 E. Kings Canyon Road, Fresno, CA 93727. The Fresno Center values diversity and is an affirmative action employer. All interested individuals, including women, people of color, people over forty, and persons with disabilities are encouraged to apply.