

JOB DESCRIPTION

JOB TITLE: Peer Support Specialist
EMPLOYER: Deaf Community Services of San Diego, Inc.
DEPARTMENT: Behavioral Health Department, Signs of Life Program
REPORTS TO: Signs of Life Program Manager
HOURS: Full-time, non-exempt
SALARY: **\$48k - \$52k BOE**

SUMMARY: The Peer Support Specialist is responsible for providing support services to the staff and clients of the Signs of Life Program. This will include assisting in the daily operations of the program, providing direct and indirect support to clients, managing administrative and front desk tasks, and overseeing occasional contract-based and outreach projects as needed or required. The Peer Support Specialist will have lived experience with mental health conditions, substance abuse, or trauma, have excellent communication skills, and good knowledge of recovery resources such as the 12 step program and community support groups.

Under the supervision of the Signs of Life Program Manager and Counseling Staff, the Peer Support Specialist will function as a role model and advocate to peers; exhibiting competency in personal recovery and use of coping skills; serve as a client advocate, providing client information and peer support in outpatient settings. The Peer Support Specialist performs a wide range of duties to assist peers in regaining independence and personal growth within the community and mastery over their own recovery process.

DUTIES AND RESPONSIBILITIES:

- Provides support through a range of activities to SOL Clients and Program Staff
- Supports primary activities of the SOL program including attending scheduled group counseling sessions.
- Shares and provides information to SOL Clients and Program Staff about skills related to health, wellness, and substance abuse disorder recovery.
- Fosters teamwork and collaboration for the benefit of the clients.
- Oversees and provides advocacy and outreach for clients through referrals and educational events.
- Develops and maintains up-to-date information about community resources and services.
- Assists the SOL clients to explore, select, and use needed and desired resources and services, including opportunities in San Diego. Recovery resources such as booklets, pamphlets, and other written or visual materials will be shared.
- Helps the SOL clients to find and use healthcare and related services.
- Participates in community activities with peers when requested.

OTHER:

- Assists with revision and replenishment of client forms and folders, as needed.
- Collaborates with the media team to develop marketing ideas, projects, and plans for publicity, community engagement, and resource-sharing.
- Attends staff meetings, county meetings, mandated trainings and support team meetings.
- Provides administrative support to SOL Counselors and staff.
- Other duties as assigned that may include but not be limited to: Maintaining front desk presence – both SOL lobby and the DCS main lobby, monitoring reception area, tracking visitors and visitor badges, processing COVID paperwork for clients and visitors, and answering videophones.

QUALIFICATIONS:

- High School diploma required; Associate Degree, Bachelors of Arts or Bachelors of Science in Social Services or related field preferred.
- Experience with computer applications, typing, and computer word processing skills (Excel, Word, and PowerPoint).
- Peer Support training and/or experience to include the following: 1 year of experience as a Peer Support Specialist, letters of recommendation, or willingness to acquire certification as a Peer Support Specialist from an accredited agency.
 - Accreditation agencies include:
 - <https://www.calmhsa.org/peer-certification/>
 - <https://mhanational.org/national-certified-peer-specialist-ncps-certification-get-certified>
 - <https://ccappcredentialing.org/index.php/peer-career-ladder/cprm>
- Fluency in American Sign Language (ASL), required.
- Thorough familiarity with American Deaf Culture and knowledge about Deaf and Hard of Hearing people.

COMPETENCIES:

- **Teamwork**--Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build team morale; Supports group commitment to achieving goals and objectives.

- **Customer Service**--Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Communication**--Communicates clearly and persuasively in positive or negative situations; gets clarification when necessary; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support**--Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Ethics**--Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Equity**--Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds and supports an equitable workforce.

BENEFITS: DCS offers a comprehensive employee benefit package to full-time employees which includes medical, dental, vision, life insurance and long term disability. Flexible Spending and Dependent Spending Accounts, as well as, other voluntary benefit coverages. All employees have access to an Employee Assistance, Discount Program and 401K retirement options.

OTHER BENEFITS: Generous paid Personal, Sick and Vacation leave for full time employees. In addition, DCS observes twelve paid Holidays per year

APPLICATION DEADLINE: Open Until Filled

TO APPLY--submit the following: 1. Resume, typed; and 2. Cover Letter, typed or video in ASL Email: careers@dcsofsd.org

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