

Job Title: Resident Services Peer Support Professional
Status/Classification: Full-Time
Supervisor: Perr Support Team Lead
Salary: \$23-\$25/hour
Location: One Worksite Location. (Multiple locations open in Denver, Ft. Morgan and Grand Junction)

Position Summary

The Resident Services Peer Support Professional is an integral position toward building safe, equitable, resilient, and vibrant (SERV) communities where families thrive. The Resident Services Peer Support Professional uses their lived experience to help others in a person-centered and trauma-informed approach; they have lived experience in the process of recovery from mental health disorder, substance use disorder, or trauma either as person who has received recovery services or as a parent, family member or caregiver of a person who has received services. They build trusting relationships by directly working with residents of all ages, property management staff and community partners to provide linkage and access to health, housing, training, education and community support services. Responsibilities also include maintenance of resident/client case records in accordance with Medicaid/Medicare requirements. Peer support professionals are an integral part of the behavioral health crisis management and recovery support teams for delivering quality continuum of care.

Essential Job Functions: Must be able to perform the position's essential functions with or without reasonable accommodation. Essential functions include the ability to lift up to 50 pounds, carry up to 20 pounds, stand for long periods of time, operate personal computers and office equipment; strong communication skills, including reading, writing, and speaking English fluently with staff, vendors, and residents. Stand, Climb, Stoop, Kneel, Lift, Pull, and Push 75-100% of the workday. Other essential functions of the role include:

- *Inside and outside work with exposure to weather conditions*
- *Potential for contact with unpredictable aggressive persons*
- *Participate in disaster evacuations and fire drills when circumstance warrant. Maintain safety procedures.*

BACKGROUND, EXPERIENCE, AND EDUCATION

- Lived/Life Experiences in low-income communities preferred.
- Experience serving in low-income communities preferred.
- Experience in community outreach preferred.
- Ability to read and write in English.
- Multiple languages spoken and written preferred.
- Ability to work with others in a team environment.
- Ability to use technology and a willingness to take technology trainings.

PEER SUPPORT SERVICES: Peer support is provided through four key dimensions: Health (access to quality health and behavioral health treatment), Home (housing with needed supports), Purpose (education, employment, and other pursuits), Community (peer, family, and other social supports).

- Assist residents with access to quality health and behavioral health treatment
- Assist residents with housing and needed supports
- Assist residents with getting access to education, employment, and other pursuits
- Assist residents with peer, family and other social supports
- Able to summarize the positive effects of his/her own recovery experience and be willing to share this experience in a way that would be helpful to others.
- Manage a caseload and provide peer support as outlined in clients' service plans.
- Provide support to assist clients with decision making and follow through on goals.
- Must achieve monthly goal of at least 30 hours per week direct service to residents.
- Use one's own lived experience to outreach and support residents.

RECORDS AND REPORTING RESPONSIBILITIES

- Must achieve monthly goal of at least 30 hours per week direct (billable) service to residents.
- Maintain resident/client records and reports in accordance with Medicaid/Medicare requirements.
- Document contacts with residents/clients and related resident/client activities as required in the electronic medical records.
- Include relevant information in documentation, including client status, progress towards goals, and challenges.
- Document client contacts in accordance with policies, procedures, and regulatory guidelines.

TEAMWORK ENVIRONMENT Work in collaboration with Advocates For Recovery Colorado and Paragon Behavioral Health Services team, RMC employees, families and collateral agencies.

- Actively participate in service planning meetings, team meetings and individual or group supervision meetings.
- Provide regular communication to the clients' service team to report on client success towards meeting their goals.
- Attend in-services, trainings, department meetings, committee meetings and trainings as requested or approved by your supervisor.
- Maintain prompt communication with client, team members, and collateral agencies requesting information.

CORE COMPETENCIES

- Must achieve monthly goal of at least 30 hours per week direct (billable) service to residents.
- Ability to embrace and nurture a person centered, recovery oriented and trauma-informed framework and culture for service delivery.
- Ability to plan and organize work effectively.
- Ability to understand and carry out verbal and written instructions.
- Ability and skill to maintain accurate current records and prepare clear and concise reports.
- Ability to establish and maintain positive, effective working relationships with agency staff, community members, families, and collateral agencies.
- Knowledge of various cultures and diverse populations and ways in which cultural values impact individuals, families, and the community.
- Ability to embrace and nurture a person centered, peer support, recovery and trauma-informed oriented framework and culture for quality service delivery.

SCHEDULE

- Day shift with evening and weekend hours for resident meetings, direct service activities/events.
- Willingness to work weekend and evening hours, as required, and participate in mandatory supervision meetings and facility organized events and self-care/support groups.
- Ability to provide after-hours service as needed (with advance notice)

QUALIFICATIONS:

- Be 18 years of age or older.
- Possess a current driver's license preferred, and access to reliable transportation to complete duties such as direct service to residents during meetings, activities, or events is required.
- Due to the responsibilities of the role, including access to confidential and private resident information and for interacting with children, must pass a criminal background check in compliance with federal, state, and local law.

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Rocky Mountain Communities reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at any time with or without notice.