

## Position Description

<b>Position Description</b>		
<b>Employee</b>	<b>Supervisor</b>	<b>Hire Date:</b>
<b>Position</b> <b>Full Time Peer Specialist</b>	<b>Program/Dept.</b> <b>Peer Services</b>	
<b>General Responsibilities</b>		
<b>Employee Commitments</b>	<b>Expectations</b>	
<b>Commitment to Co-Workers</b>	Consistently demonstrates a positive attitude. Contributes to making OCMS a good place to work.	
	Follows through on commitments.	
	Works in a way that people like working with you.	
	Resolves conflicts using appropriate strategies to engage the person, involving supervisors if unable to resolve, and suggesting positive solutions.	
<b>Commitment to Customers/Visitors</b>	When the customer/visitor walks away, they feel you are glad they came in or called. This applies to co-workers, participants in services, and guests of the agency.	
<b>Commitment to the Bottom Line</b>	Values productivity, not activity. Demonstrates the value of the job is not in being busy, but in what gets done.	
	The job connects to the "end result" and the employee contributes to this by doing whatever duties are necessary to get the job done.	
<b>Commitment to Self</b>	Reads, learns, and challenges for own personal growth.	

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	Open and adaptable to change.		
<b>Policy &amp; Procedures</b>	<b>Expectations</b>		
<b>Safety</b> – BloodBorne Pathogens, Office and Fire Safety, Infectious Disease	Knowledgeable about agency Safety policies.		
	Interactions w/ co-workers, recipients, community, demonstrate that they have functional knowledge of the policy.		
	Promptly reports any unsafe work conditions to their supervisors		
	Completes incident reports according to policy		
<b>Privacy</b> – Privacy Policies and Procedures, Policies and Procedures Relating to the Use of Information Systems	Knowledgeable about agency Privacy policies.		
	Interactions w/ co-workers, recipients, community, demonstrate that they have functional knowledge of the policy.		
	Seeks guidance from supervisor and/or the Privacy Officer if they have concerns related to privacy, confidentiality, or the security of confidential data.		
<b>Conflict of Interest/Ethics</b> – Conflict of Interest/Ethics Statement	Knowledgeable about agency Conflict of Interest/Ethics policy.		
	Interactions w/ co-workers, recipients, community, demonstrate that they have functional knowledge of the policy.		
	Attends formal training on Conflict of Interest/Ethics annually.		

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	Employee attests to this fact annually by signing the statement.	
<b>Corporate Compliance</b> - Employee Code of Conduct, Corporate Compliance Plan	Knowledgeable about agency Corporate Compliance policy.	
	Interactions w/ co-workers, recipients, community, demonstrate that they have functional knowledge policies.	
	Attends formal corporate compliance training annually.	
	Signs attestation acknowledging receipt of and understanding of compliance components outlined in the OCMS Employee Code of Conduct.	
	Demonstrates a functional knowledge of the purpose of the OCMS Corporate Compliance plan, whistle-blower protections, and the reporting procedure for discussing fraud or billing related concerns within the agency.	
	Demonstrates a functional knowledge of services eligible for billing and a commitment to verifying that services paid for are in compliance with the State and Federal regulations that govern payment for those services (includes adherence to outcome measures of grant funded services).	
	Demonstrates a responsible attitude and commitment to ensuring that only the services he/she provides that are eligible for payments are billed for by the agency (e.g. changing eligibility status with status sheets).	
<b>Employee Handbook</b>	Demonstrates a thorough knowledge of personnel policy and procedures in employee handbook.	
<b>Training &amp; Professional Development</b>	<b>Expectations</b>	
<b>Core Curriculum</b>	Completes core curriculum within the established time frame.	

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	Attend refreshers as determined by supervisor or employee.	
<b>Core Curriculum – Cont’d.</b>	Demonstrates a functional use of knowledge gained in core curriculum trainings as it applies to the position.	
<b>Mandated Training/Meetings</b>	<p>Attends all mandated meetings and trainings, e.g. All Staff, Supervision, Management, Staff Day, Community meetings/trainings as required.</p> <p><b>Must Complete Academy of Peer Services online Core training within 3 months of starting position.</b></p>	
<b>Continuous Learning/Initiative/Leadership</b>	Seeks consultation and learning through supervision.	
	Autonomously identifies work that needs to be done and plans for follow through actions.	
	Represents the program to the community in an accurate, positive, and collaborative way.	
	<p>Effectively establishes and maintains community relations with individuals and groups that are necessary to accomplish the work.</p> <p><b>Must continue to complete Academy of Peer Services online elective courses and new courses as they are developed.</b></p>	
<b>Cultural Competency</b>	Demonstrates commitment to cultural competency and increasing access to health care for people from different cultures, ethnicities, and backgrounds by seeking to know and deeply understand how differences affect quality care.	
<b>Professional Conduct</b>	<b>Expectations</b>	
<b>Communication/Listening Skills</b>	Communicates in a professional and respectful manner with supervisors, co-workers, visitors, outside agencies, etc.	

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	Expresses concerns/complaints in an objective manner and whenever possible suggest solutions.	
	Accurately follow instructions.	
<b>Working Relationships</b>	Maintains a good working relationship with supervisors/co-workers.	
	Individual is congenial, tactful and cooperative.	
	Personal relationships do not interfere with job duties.	
<b>Time Management</b>	Manages time effectively. <b>Full time Peer Specialist must provide 70% of their time as Direct service to participants.</b>	
	Present and ready to begin work on time each day as scheduled.	
	Absences/tardiness are reported to Supervisor daily according OCMS policy.	
	Leaves a message at the front desk reporting all absences/tardiness.	
	Demonstrates dependability in communication of job duties that need to be accomplished in individual's absence.	
	Prepared for meetings, visits, supervision, and phone calls.	
	Completes required documentation on time (e.g. documentation of services, reports, submission of receipts, time	

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	off requests, E&T requests, etc.)	
<b>Responsiveness to Agency Communication</b>	Utilizes email and voice mail routinely and reviews/responds to messages on a daily basis.	
	Communicates in accordance with agency communication protocol when communicating with staff.	
<b>Personal Appearance</b>	Uses professional judgment and dresses appropriately based on anticipated activities for the day.	
	Adheres to the agency policy on dress guidelines.	
	Adheres to the agency expectations regarding personal appearance in the employee handbook.	
<b>Initiative</b>	Seeks better ways of performing duties to increase productivity; will be open to and promote change.	
<b>Job Knowledge</b>	Demonstrates a thorough understanding of the job duties.	
	Willingly accepts additional responsibilities deemed reasonable as requested.	
<b>Job Responsibilities</b>		
<b>Job Elements</b>	<b>Expectations</b>	

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<b>COMMITMENT TO SKILL DEVELOPMENT</b>	<p>Skills – reading, writing, scheduling, assessing, planning, prioritizing...                  Skilled in all components of Empowerment Peer Support and Habilitation, Skilled in Pre-Vocational support. Skilled with developing WRAP plans. Demonstrates good communication, conflict resolution, advocacy, and negotiation skills</p> <p>Able to support individuals to develop in all of SAMHSA’s 8 Dimensions of Wellness: Social, Occupational, Emotional, financial, spiritual, physical, environmental and intellectual and to develop independent living skills – including: hygiene, appropriate clothing for the weather, budgeting, scheduling, planning for contacts with providers, communication skills/self advocacy, transportation, accessing community for interests and social connection, Shelter, food, boundaries, safety.....</p>	
<b>TRAINING</b>	<p>Training – academy trained and NYS certified, minimum of 10 hours education per year ongoing education</p> <p>Attend All staff meetings and mandatory refreshers, core curriculum, Relias training, defensive driving, in house and community trainings identified by program director.</p>	
<b>DOCUMENTATION AND BILLING</b>	<p>Contact Notes relay information about Peers interests, hopes, and dreams. Contact Notes are detailed and effective in showing ongoing assessment and progress. Contract with Managed Care – understands utilization thresholds # contacts allowed per year how to request extension</p> <p>Billing is weekly – documentation completed day of contact or next day                  Concurrent Documentation – complete vouchers, notes, and assessments at close of each contact</p>	
<b>ASSESSMENT, PLANNING AND IMPLEMENTATION</b>	<p>Developing goals, assessing strengths and barriers, can prioritize with peer on which skills to work on first.</p> <p>Ongoing Assessment and planning                  Individual contacts with participants focused on building engagement and trust, skills, connections, supports, sustainability/maintenance and confidence</p>	

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	Advocates for Peers when needed. Accompanies Peers into community. Utilizes opportunities for PCP meetings and/or PCP tools. Involves natural supports whenever possible. Fosters individual connection – uses personal story of recovery, personal challenges and what was effective in mentor’s life that helped mentor move forward. Fosters community connections based on person’s strengths, skills, interests. Explores needs and strategies for addressing them in partnership with the person. Explores ongoing needs for support with the assumption that services should not remain central to a person’s life over time. Demonstrates a thoughtful approach to transition planning.
<b>COMMUNICATION AND COLLABORATION</b>	Collaborates with Care Manager and other Supports  Maintains Communication – available by work cell phone - Check voicemail and email regularly  Update CM’s with progress or struggles to engage and/or progress and struggles toward skill development
<b>TIME MANAGEMENT</b>	12 -20 case load  Generally 1 hour to 2 hour contacts once or twice per week Flexible to work after hours or on weekends if needed.
<b>SUPERVISION AND PROFESSIONAL DEVELOPMENT</b>	Individual Supervision bi-weekly and Team Meeting weekly  Accepts direction from Supervisor – agrees to provide service within the framework provided making use of evidence based practices.



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## Minimum Qualifications

### Education/Experience Requirements

- Must have had or currently have personal involvement with the mental health system.
- Must have good communication skills.
- Must have ability to access the community, be reliable, flexible, and a team player.
- Must have a High School Diploma, GED or Equivalent education
- Must complete Academy of Peer Services Core Curriculum and become a NYS certified Peer Specialist.
- Must have good computer skills

### Physical Requirements

- The physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Ability to hear (with or without aid)
- Ability to see (with or without aid)
- Ability to sit
- Ability to stand
- Ability to bend
- Ability to lift/pull/push up to 20 lbs.
- Ability to speak clearly



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### ACKNOWLEDGEMENT:

I have reviewed this document and discussed the contents with my supervisor.

\_\_\_\_\_  
Employee Signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor Signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Director Signature

Date: \_\_\_\_\_

Wednesday, December 19, 2018



**CIRCARE**  
INTEGRATING HEALTH SERVICES