



Putting Veterans First Since 1992  
**NEW DIRECTIONS** *for* **VETERANS**

### Position Description

Title	FSP Peer Support Specialist VASH program
Reports to	VASH Program Manager
Location	Various Sites, Field-Based
Type	Non-Exempt, Regular Full-Time

#### How this position supports our Mission:

The VASH Peer Support Specialist works directly with VASH Lead Case Managers and VASH program participants within a multi-disciplinary team that works together to help with the individual needs of their clients. VASH Peer Support Specialists must epitomize a *“whatever it takes”* attitude to provide the level of case management services necessary to support New Directions’ Mission of empowering Veterans and their families lead productive and fulfilling lives.

#### Responsibilities

- Self-identified as in recovery with the ability to demonstrate sobriety under non-residential, independent living conditions in the immediate past two years.
- Monitor client’s progress in rehabilitative services, focusing on improving, maintaining and/or restoring client functioning.
- Accompany clients into the community to improve access to resources and/or attend appointments.
- Ability to gather and assess patient/client information to evaluate needs.
- Provide skilled/trauma-informed crisis intervention and de-escalation techniques.
- Maintain timely, complete, and legible clinical records.
- Work in a multidisciplinary treatment team that includes Lead Case Managers for VASH residents other Care Coordinators, Clinicians or other mental health professionals to assist VASH residents in achieving the best possible clinical outcomes and sustained housing.
- Knowledge/Experience in Motivational Interviewing a plus!
- Others duties as assigned in support of the goals of the department.

#### Required Skills

- Demonstrated Experience/knowledge related to working in the mental health field.
- Compassion for clients and dedicated to making a difference.
- Comfortable working with a diverse population, including clients with severe and persistent mental illnesses.
- Strong written and oral communication skills.
- Comfort working with clients referred from the criminal justice system.
- Ability to work independently in a fast-paced environment both in the office and in the community.
- Ability to maintain productivity and documentation standards.
- Ability to manage time efficiently, organize and prioritize tasks, demonstrate sound judgment, give attention to detail, be flexible, self-driven and motivated.
- Possess excellent organization skill, time management, ability to multi-task and demonstrate initiative and maintain appropriate boundaries at all times.
- Be detail oriented, able to set priorities, meet deadlines, maintain a professional attitude, conduct and appearance at all times.
- Working knowledge of community resources as they relate to mental health disorders, substance abuse as well as experience working with a multidisciplinary treatment team.
- The ability to interact and support staff and clients with a diverse cultural, ethic and economic backgrounds.

- Proficient in basic office software including word, excel, outlook and HMIS and other related social services data collection programs with the ability to write business correspondence and present information in one on one and small group settings.

**Education**

- Associate’s Degree in Human Services-related field, and a valid CRM/PSS certification.
- Desire to work with adults (18 years and older) with a serious, high-acuity mental illness.
- Competency in computer use, keyboarding, and MS Office products
- Current CPR and First Aid Certification (or obtain within 6 months)

**Other Requirements**

- Provide Employment Eligibility Verification.
- Complete a background screen and drug test.
- Possess a valid California Driver’s License and evidence of insurance coverage.
- Provide annual evidence of tuberculosis test.
- Complete bi-annual CPR Training.

**Work Environment and Physical Demands**

- High level of concentration and attention to detail for extended periods of time required.
- Ability to communicate effectively using all methods of communication with residents, individuals in the organization at all levels, outside agencies, partner organizations and consultants.
- Ability to quickly organize and communicate thoughts and to understand communications from others.
- Complex reading and writing skills with the ability to read, proof, and analyze complex documents.
- Ability to see, hear, and talk clearly in order to receive instruction and to give instructions to others.
- Ability to work independently, with others, around other, have verbal contact with others, face-to-face contact with others and prioritize work and make decisions.
- In this position you will be in contact with individuals and/or families in crisis who may be ill, using alcohol and drugs, have mental illnesses, and who may not be attentive to basic personal hygiene, health and safety practices. You may experience a number of unpleasant sensory demands associated with the client’s use of alcohol and drugs, and lack of personal hygiene. As a result you must be prepared and able to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- This is active work in a field, residential, and/or office setting. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 20 lbs.

**Job Description Acknowledgement**

I have received, reviewed and fully understand the job description for Peer Support Specialist. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name: \_\_\_\_\_

Date \_\_\_\_\_

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

*The employer is an "equal opportunity employer." The employer will not discriminate and will take "affirmative action" measures to ensure against discrimination in employment, recruitment, and advertisements for employment,*



Putting Veterans First Since 1992  
NEW DIRECTIONS *for* VETERANS

*compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, creed, color, national origin, or sex.*