



JOB DESCRIPTION

Employee Name:

Job Title:

Peer Counselor: CPEP

Reports To:

CPEP Clinical Team Leader

Division:

CPEP

Job Status:

Non-Exempt:

GENERAL DESCRIPTION

The general description is a short statement that captures the job's duties, responsibilities, and place in the organizational structure.

Peer Counselor under the direction of Clinical Team Leader (CTL) will support consumers involved in Comprehensive Psychiatric Emergency Programs (CPEP). Support includes listening, encouraging, coaching, empowering and connecting peers to resources that suit that individual's recovery needs. Responsibilities include respectful treatment of others, modeling self-responsibility, developing relationships, advocating, and team participation. Peer Counselor will take responsibility for personal recovery at all times and will complete training requirements.

ESSENTIAL JOB FUNCTIONS

The tasks, duties, and responsibilities of the position include what is most important to get the job done. The following method should be utilized to produce eight to fifteen essential functions of the job. Do not put specific targets into a job description. Targets are a moving output over which you need flexible control. Target(s) and productivity information can be incorporated into the goal section of the employees' performance appraisal or included as an attachment to the job description.

1. Develops relationships by providing support and encouragement that will enhance consumer's ability to take action against the problem instead of being controlled.
2. Respects the rights and dignity of everyone at all times.
3. Develop empowerment skills through self-advocacy.
4. Takes responsibility for personal recovery at all times, and models self-responsibility.
5. Encourages consumers to attend consumer meetings/support groups, and supports their effort.
6. Help identify activities as personal medicine for their peers and to encourage utilization of these activities on a regular basis.
7. Be conscious of the language used to describe life and how to recreate troubling events using language that offers more options.
8. Coach peers about recovery.
9. Identify local resources.
10. Coach partners when necessary.
11. Facilitate groups when possible.
12. Share experiences.
13. Advocate.
14. Attend Peer Counselor group sessions as determined necessary.
15. Participate with Team and attend meetings as required.
16. Complies with agency policies and procedures in completing any required documentation.
17. Complies with agency policies and procedures and demonstrates professional, ethical and confidential conduct in all work behavior.

PERFORMANCE INDICATORS

A performance indicator is a management-approved expression of the performance threshold(s), requirement(s), or expectation(s) that must be met to be appraised at a particular level of performance. Performance indicators should be objective, measurable, realistic, and stated clearly in writing. The indicators should be written in terms of specific measures that link back to the identified essential job functions

1. Promotes and participates in the development of relationships by providing support and encouragement that will enhance consumer's ability to take action against a problem with no more than three (3) complaints or errors per quarter.
2. Develops empowerment skills through self-advocacy with no more than three (3) complaints or errors per year.
3. Demonstrates respect of rights and dignity of everyone when delivering services to the consumers with no more than three (3) complaints or errors per quarter.
4. Takes responsibility for personal recovery at all times with no more than three (3) complaints or errors per year.
5. Promotes consumer attendance to meetings/support groups and helps identify activities as personal medicine to encourage utilization of these activities on a regular basis with no more than three (3) complaints or errors per year.
6. Is conscious of language used and uses language that offers more options for troubling events with no more than three (3) complaints or errors per quarter.
7. Facilitates groups when possible and coaches peers about recovery with no more than three (3) complaints or errors per quarter.
8. Shares experiences, identifies local resources, and advocates with no more than three (3) complaints or errors per quarter.
9. Attends Peer Counselor group sessions as determined necessary and coach partners when necessary with no more than three (3) complaints or errors per quarter.
10. Participates with CPEP Team and attends meetings as required with no more than three (3) complaints or errors per quarter.
11. Documentation standards are met over designated 90 day period with no more than two (2) documented exceptions without justification during a 12 month evaluation period.
12. Services are provided and interactions with consumers are confidential, ethical and professional with no more than one (1) reported exception of failure to provide services in a confidential, ethical or professional manner during a 12 month evaluation period.

POSITION PERFORMANCE COMPETENCIES	
<i>Describe the Competencies necessary to be successful in the organization/position.</i>	
	Competency Total Weight 100% Competency %
Job Knowledge	25%
The depth or level of know-how to perform the job. The application of know-how in performing the job. The degree of know-how acquired to understand other organizational functions and the company's strategic objectives.	
Patient Relations	25%
The ability to build rapport with patients, families, and care givers through professionalism, courtesy, discretion, attentiveness, cultural sensitivity and supportive communication. The level of response to requests for assistance.	
Follow Through	15%
The demonstration of reliability and commitment to take responsibility for actions, solving problems as they arise, and keeping all parties fully informed of progress. Progress reported verbally and through required documentation.	
Quality of Care	15%
The level of response and caring in meeting patients' physical and emotional needs. The willingness to provide the highest level of quality care in a timely and professional manner.	
Teamwork and Cooperation	15%
The degree to which individuals promote a collaborative, cooperative, and productive working environment. The level of demonstrated sensitivity, team building and respect.	
Attendance	5%
The number of absences (excluding vacation and legally required leave) regardless of reason. Also includes the number of times tardy for work or returning from lunches and breaks.	

JOB SPECIFICATIONS
<i>Describe the job specifications necessary to be successful in the organization/position.</i>

EDUCATION/CERTIFICATON: *Select the level of education needed to successfully accomplish the essential duties of the job.*

- High School Diploma or general education degree (GED).** *(Valid Texas Driver's License required. Include specific information of the range of experience that will be accepted in lieu of a degree).*
- Bachelor's degree (B.A.) from four-year College or university** *(Include specific information if the position is limited to a particular area of study).*
- Master's degree (M.A.) or equivalent** *(Include specific information if the position is limited to a particular area of study).*
- Doctoral degree (Ph.D.) or equivalent** *(Include specific information if the position is limited to a particular area of study).*

EDUCATION/CERTIFICATION/LICENSURE:

Must have high school or GED. Must have a Texas ID. Strong communication skills required.

EXPERIENCE REQUIRED: *Describe the minimum experience required.*

Must self identify as a user of Mental Health Services with no crisis services utilized within a year, and no hospitalization within a year. May consider one stay within year if it was of short duration. Have a treatment history of one of the severe and persistent mental illnesses, and be willing to provide consent for confirmation of current or history of mental illness. Background check required. Prefer past experience of being in mental health crisis. Prefer experience of some homelessness.

REQUIRED KNOWLEDGE: *Describe the minimum knowledge required*

Basic understanding of mental illness, common signs and symptoms and able to identify difficulties with coping in community settings. Familiar with having navigated the Mental Health system. Bi-lingual a strong plus. Computer literacy helpful. Group affiliations a strong plus, i.e., NAMI, DBSA, AA, NA, etc.

SKILLS/ABILITIES: *Describe the skills and abilities necessary to complete the duties mentioned above successfully.*

- Strong communication skills, listening and positive interpersonal skills.
- Able to work collaboratively with others in a teamwork environment.
- Effective time management and organizational skills.
- Able to coordinate well with others
- Self-directed

PHYSICAL REQUIREMENTS

How much on-the-job time is spent on the following physical activities? Identify the amount of time by checking the appropriate boxes below. Does the job require that weight be lifted or force be exerted? If so show the amount by checking the appropriate amount.

