

NORTHEAST GUIDANCE CENTER

COPE Peer Support Specialist – P/T (actively seeking applications)

Facility/Department: Community Outreach for Psychiatric Emergencies (COPE)

Reports to: COPE Coordinator

Exemption Status: Non-Exempt

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

The COPE Peer Support Specialist shall have, at minimum, a high school diploma or GED. He/she must be able to complete the State of Michigan (SOM) 5-day Peer Support Training (PST) and be eligible to sit for the certification exam within six months of employment for continuation of employment. The Peer Support Specialist shall have been diagnosed with a serious mental illness for at least one year and free and clean of substance use for the same length of time as applicable.

Position Prerequisites:

- He/she shall demonstrate commitment to the Recovery Model.
- He/she shall have strong verbal communication skills.
- He/she shall have a working knowledge of community resources.
- He/she shall have the ability to maintain appropriate boundaries in his/her role of service provider.
- He/she must possess a valid driver's license and meet the Employer's minimum driving competency standards.
- He/she must have or be eligible for and obtain a State of Michigan Chauffeur's license within seven (7) days of offer of employment.
- He/she must demonstrate knowledge of Wayne County's mental health system.
- He/she must possess basic computer skills to perform job duties.

He/she must have basic electronic communication and internet skills to gather information required for the program and program participants.

ESSENTIAL JOB RESPONSIBILITIES

Technical:

Facilitation of Treatment Engagement

- Utilize his/her personal experience of recovery to inspire recovery in the lives of participants.
- Utilize motivational interviewing and/or other engagement/communication tools and techniques to motivate consumers and their family/significant others to trust and participate in the COPE service.
- Utilize knowledge of the community's behavioral health services networks to assist consumers in obtaining services that suit his/her individual recovery needs.
- Assist the COPE Specialist to gather initial/intake information
- Assist the COPE Specialist to gather coordination of care information pertinent to determining criteria for admission to COPE.

Developing a Safety Net

- Assist in development of individual participant Crisis Plans.
- Initiate phone contact to assigned COPE participants living/returning to the community within eight (8) hours of initial COPE intervention.
- Informs COPE Specialist and/or COPE Coordinator of assigned participants not responding to attempted contacts.
- Is available by cell to provide support to COPE consumers in the community.
- Assist in accessing, linking and/or identifying urgent/emergency resources to meet basic needs to facilitate likelihood of a successful COPE outcome, e.g., emergency support contacts, food, shelter, clothing and financial assistance.

Treatment Planning and Progress Reviews

- Contribute to Treatment Plan and Treatment Plan Review(s).
- Demonstrate ability to observe, evaluate, accurately document and report facts.
- Demonstrate ability to meet strict reporting/documenting deadlines.
- Routinely inform consumers on caseload about community and natural supports and how to utilize these supports in the recovery process.
- Follow up post discharge to ensure engagement in community behavioral health provider services.

Ongoing

- Provide on-site and or community-based services, based on assigned COPE Team duties.
- Provide consumer and self-initiated outreach services to program participants.
- Maintain a working knowledge of community resources
- Demonstrate organizational skills and ability to work with multiple consumers with high level needs simultaneously.
- Demonstrate ability to meet timeliness and quality of service requirements.
- Report any change in clinical condition and/or participant at-risk behavior (e.g., non-compliance with medication, adverse side effects) to COPE Coordinator immediately
- Document services per the Employer's policy and procedure, with legible entries, using only approved abbreviations and error correction processes per policy.
- Adhere to all policies and procedures as outlined in the Employer's Policy and Procedure Manual.

Interpersonal:

- Work effectively as a team member.
- Participate in meetings as scheduled to contribute status and related coordination of service needs.
- Maintain collegial, cooperative relationships with peers, supervisor, and other staff.
- Maintain professional conduct in community.
- Report all Recipient Rights complaints and knowledge of potential complaints to the Employer's assigned designee within 24 hours of said knowledge.
- Ability to be flexible with changing and/or unpredictable work settings and assignments
- Follow all directives provided by Administrator of Crisis Services/Program Manager/Employer designated Program Manager/COPE Coordinator.

Critical Thinking:

- Use insight and good judgment, to effectively respond to changes, emergencies and complex, urgent situations.
- Maintain flexibility in work schedule to ensure program staff coverage to meet consumer needs.
- Inform Administrator COPE Coordinator of potential at-risk situations promptly.
- Maintain confidentiality per federal guidelines and the Policy and Procedures of the Employer.
- Evaluate community surroundings for safety before entering any buildings.

Physical Requirements

- Must have adequate visual acuity to interact with the Electronic Health Record System and accurately input data.
- Will need to move about up to 50% of work shift either on-site or in the community.
- Must be able to remain in a stationary position up to 50% of work shift.
- Occasionally must be able to move up to 20 pounds from one location to another.
- Must be able to transport self in the course of the shift and consumers as needed to community-based supportive adjunctive services.
- Regular and reliable attendance and punctuality is required.

CORE BEHAVIORAL EXPECTATIONS

Adaptability: Ability and attitude toward adjustment to and implementation of work environment changes.

Integrity: Analyzing and handling work responsibilities and challenges with honest and ethical behavior.

Teamwork: Ability to work well and cooperate within a group of employees at all levels (colleagues, subordinates, managers/executives); interest in helping to achieve team and/or facility goals.

JOB-SPECIFIC BEHAVIORAL EXPECTATIONS

1. **DELEGATING RESPONSIBILITY:** Allocating decision-making authority and/or task responsibility to others to maximize organization and individual effectiveness.
2. **INFLUENCING OTHERS:** Using appropriate interpersonal styles and methods to inspire and guide individuals; gaining acceptance of ideas and plans.
3. **DECISION MAKING:** Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
4. **SETTING PRIORITIES:** Ability to distinguish between and manage, in order of importance, specific tasks and responsibilities.

CONTINUING EDUCATION TRAINING REQUIREMENTS

- Provide results of annual TB test and new hire health status confirmation statement.
- Complete all required Employer training.
- Complete Employer Non-Physical Crisis Intervention Training.
- Complete annual Employer Safe Driving Training.

- Complete and maintain current First Aid/CPR certification
- Complete 24 hours of documented annual training/continuing education that is pertinent to the duties of the Peer Support Specialist and COPE.

EMPLOYEES ARE RESPONSIBLE AND ACCOUNTABLE FOR

- Compliance with all workplace policies and procedures.
- Identification and timely reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace.
- Correct utilization of appropriate personal protective equipment.
- Immediately reporting to management any questions and/or concerns regarding ethics or corporate business practices.

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of employees assigned to the role.

Northeast Guidance Center
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