

Agency Overview

Founded in 1889, the Felton Institute (formerly Family Service Agency of San Francisco) has a 127-year history of innovation in services for vulnerable children, families, and adults. Felton's mission is to respond to human needs with cutting edge social services and treatment that combine the best social science research with cultural sensitivity, a deep respect for the consumer, and a commitment to social justice. With over 30 programs in 11 languages at sites throughout the San Francisco Bay Area and surrounding counties, our comprehensive array of services reaches across all racial, ethnic, cultural, and linguistic lines. At the heart of our work is the belief that individuals and families in crisis must have access to services and resources to help them build on their inherent strengths and develop self-sufficiency. Felton offers a dynamic, challenging, and supportive work environment where staff is encouraged to increase their skills and enter new domains.

Program Description

Prevention and Recovery in Early Psychosis (PREP) is a Felton Institute program originally developed in partnership with the University California San Francisco (UCSF). PREP is dedicated to psychosis early detection and intervention with a multi-disciplinary approach to treatment. The PREP program model combines evidence-based practices including Cognitive Behavioral Therapy for Psychosis (CBTp), Strengths-Based Care Management, Multi-family Group Therapy, Peer Support, Algorithm-Based Medication Management, Individual Placement and Support (IPS) model of supported education and employment, and Cognitive Remediation Training to address issues early and get people back on track to a fulfilling life as quickly as possible. The PREP model is being expanded into a new component (BEAM) to provide early intervention services for individuals with psychosis and mood disorders. PREP provides excellent training and workforce development and is poised for growth with new opportunities afforded by the expanding field of early psychosis. Funded through partnership with respective county behavioral health departments, PREP implements evidence-based practices with outcome driven fidelity measures, and currently operates sites in four counties: San Francisco, Alameda, San Mateo, and Monterey.

Position Overview

The PREP Peer Support Specialist is a member of the treatment team with the role of partnering with clients in the recovery process by engaging and building relationships through sharing their own personal lived experience of mental health issues. The Peer Support Specialist enhances engagement by inspiring hope and empowering clients to develop their own self-advocacy, and when necessary models advocacy on behalf of the client to achieve their goals. The Peer Support Specialist is expected to provide services to PREP clients in the community, including but not limited to schools, job sites, family homes, or other community locations. This position reports directly to the PREP Program Manager and meets regularly with the PREP Peer and Family Services Director.

Specific Duties and Responsibilities (Essential Functions)

- Provide peer counseling, mentoring, and support: strategically utilizing lived experience in order to validate and empower an individual's own sense of hope and participation in their recovery. Plan activities to help clients structure their time, decrease isolation, and provide opportunities to gain confidence in a variety of settings.
- Provide direct support to assist clients with challenges in the areas of independent living skills, wellness, housing, personal goals, socialization, and connection to their community, including advocacy organizations that promote consumer involvement in the mental health system. Support is provided in order to foster personal responsibility and empowerment.
- Advocate for and guide team members to a better understanding of each participant's voice, experience, and perceptions.
- Contribute a peer perspective to the team regarding clients experiences of symptoms, treatment options, and recovery values and maintain close collaboration within the treatment team and community partners.
- Help clients develop awareness of self-stigma, while also developing strategies to address culture-wide stigma and discrimination against people with mental health issues.
- Assist in the providing of WRAP groups and other peer-based support groups. Plan group activities within the community.
- Coordinate orientations and graduations for PREP clients and families.
- Create and maintain updated community resource binder.
- Maintain client contact sheets and assist staff therapists with treatment goals relevant to substance abuse, human relationships, rehabilitation, and mental health treatment.

- Participate actively in supervision, coaching, staff meetings, team conferences, data collection and reporting, intake and discharge activities, and all agency meetings and trainings as assigned by Program Manager.
- Meet required number of direct client contact hours per week and document all client contacts in compliance with mandated quality assurance standards.
- Meet all deadlines and comply with agency's requirements.
- Engage in outreach events, conferences, open houses, etc., and provide information about PREP to other mental health providers and general public as needed.
- Availability to work some evenings and/or weekends with advance notice.
- Other duties as assigned.

Qualifications

- A minimum of one year in recovery and personal experience with mental health issues and/or substance abuse required. Mental health outreach/engagement experience highly desirable.
- High school diploma or equivalent experience.
- Peer Specialist training program and/or WRAP facilitator training a plus.
- Personal lived experience of psychiatric hospitalization, disability and/or navigating public services a plus.
- Counseling/mentoring skills and ability to engage clients and family members.
- Demonstrated ability to interact with and respect differences of opinion, beliefs, culture, appearances and ways of life.
- Demonstrated proficiency in Microsoft Word, Excel, Outlook, and ability to type 45 WPM.
- Valid California Driver's License and excellent driving record.

Competencies

- Understanding a person-centered, recovery-based orientation including the belief that people learn from their experiences, develop new skills, and achieve life goals over time.
- Knowledge of various cultural and spiritual understandings of psychosis a plus.
- Knowledge of respective county behavioral health and school systems preferred.
- Ability to perform some physical tasks, including assisting clients with public transportation, moving, cleaning, etc.
- Ability to establish trusting, hopeful relationships with clients and their families and collaborate effectively with community partners.
- Strong communication (written and verbal) and interpersonal skills.
- Strong organizational skills, attention to detail, ability to prioritize tasks and manage time effectively.
- Openness to learning, immediately applying new information and modifying practices.
- Ability to be comfortable working in a variety of environments, including schools, job sites, family homes, and other community locations.
- Demonstrated experience as a team player with a welcoming attitude.
- Bilingual English/Spanish or Asian languages preferred, but not required.

Physical Requirements, Use of Equipment, and Work Environment

The position requires sitting at a desk approximately 40% of the time, with standing 20% and walking or driving 40% of the time. Ability to perform routine bending, stooping, twisting, and reaching. Lifting may be required occasionally, of no more than 50 lbs at a time. Approximately 60% of the time, the employee uses a computer, keyboard, mouse, telephone, mobile phone, fax machine, copier, and video conferencing equipment. 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. The work is performed in an office environment and/or at various community locations and requires local travel.

Additional Information

Job Title: Peer Support Specialist
Position: 0.6 FTE (Part Time), Non-Exempt
Reports to: Program Manager

Send Resume and Cover Letter:

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