



# THE FRESNO CENTER

Job Title: Peer Support Specialist  
Program: California Reducing Disparities Project  
FTE: Temporary, Part-Time/ Non-Exempt (Year 1-3: 50% Part-time/Non-Exempt; and Y4: 100% Full-Time/Non-Exempt)  
Reports to: CRDP Program Manager  
Location: 4879 E. Kings Canyon Road, Fresno, CA 93727

## **1. AGENCY**

The Fresno Center (TFC) is a non-profit organization that was established in the past 29+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Welfare-to-Work Employment Mental Health Services, Holistic Cultural and Educational Wellness Center, and Neighborhood Resource Center, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Encourage, and Cultivate. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

## **2. THE PROGRAM**

In response to former US Surgeon General David Satcher’s call for national action to reduce mental health disparities, the former Department of Mental Health (DMH), with support from the Mental Health Services Oversight and Accountability Commission (MHSOAC), the California Mental Health Directors Association (CMHDA) and the California Mental Health Planning Council (CMHPC), created a statewide policy initiative to identify solutions for historically unserved, underserved, and inappropriately served communities. Under the Office of Health Equity, this statewide Prevention and Early Intervention effort created the California Reducing Disparities Project (CRDP). The project focuses on addressing mental health disparity in five populations:

- African Americans
- Asians and Pacific Islanders (API)
- Latinos
- Lesbian, Gay, Bisexual, Transgender, Queer, and Questioning (LGBTQ)
- Native Americans

The project in its Phase II has ended in April of 2022, but due to California’s continuing need to reduce access to care and services, and through statewide CRDP advocacy efforts, CRDP successfully secured \$63 million to scale up its work supporting pilot projects operated by community-based organizations throughout the state, which provide culturally responsive mental health and behavioral health services to historically underserved communities.

Now, The Fresno Center and its Hmong Mental Health Collaborative Partners-Merced Lao Family Community, Inc., in Merced, is one of the 35 grantees in the state awarded to continue their Community Defined Evidenced Project-The Hmong Helping Hands Intervention. The Hmong Helping Hands (HHH) intervention is a direct prevention and early intervention program that aims to reduce depression, anxiety, and acculturation issues in Hmong adults and elders by improving their physical, psychological, social, and spiritual well-being and increasing their knowledge/awareness of mental health issues.

The position is contingent upon continued funding. The Fresno Center will not be responsible in any manner for termination’s which are due to defunding of Federal or State Contracts/Grants. The Fresno Center is at-will and may be terminated by you or the company at any time regardless of the end date of the Federal or State Contracts/Grants.

## **3. POSITION SUMMARY**

The Peer Support Specialist (PPS) is an essential part of the CRDP project. PPSs will be reflective of the culturally

unserved/underserved communities the project serves. The PPS is a person with “lived experience” who walks alongside clients to help provide timely access to services including the array of prevention and early intervention activities in the community. PPSs work to actively mitigate barriers to care and are effective disseminators of information, acting as a bridge between behavioral health providers and the unserved/underserved communities by facilitating case management support and linkage to services. Peer Support Specialists assist in reducing health disparities through culturally appropriate community engagement, case management, referral, and navigation for those identified culturally unserved/underserved groups to behavioral health services in the Fresno County Behavioral Health system of care. PPSs are responsible for increasing timely access to care through advocacy, outreach, engagement, education, and knowledge about mental health services. Additionally, PPSs help support, monitor, inform, empower, and assist individuals and their families utilizing a strength-based model, facilitating peer-to-peer assistance as a part of a team setting.

#### **4. JOB DUTIES AND RESPONSIBILITIES**

- Provides peer support services to CRDP projects individuals and/or family members.
- Assists in the development, implementation, and coordination of activities, programs, and resources which directly support CRDP individuals and/or family members.
- Assists individuals to develop self-advocacy, communication, and empowerment skills.
- Conducts culturally appropriate outreach to individuals or family members and the community, and acts as a liaison between individuals, family members and services providers.
- Actively mitigates barriers to care and provides navigation and linkage to services.
- Provides transportation needs to project individuals in the CRDP projects.

#### **5. KNOWLEDGE OF:**

- Array of services available for Individuals with behavioral health needs;
- Respectful and inclusive communication
- The needs and difficulties faced by ethnically diverse consumers or family members/caregivers of Individuals with mental illness
- Barriers to wellness and recovery and obstacles with access to behavioral health services

#### **6. SKILLS AND ABILITIES TO:**

- ✓ Understand and follow oral and written instructions;
- ✓ Work harmoniously with CRDP Individuals and co-workers;
- ✓ Write basic reports and maintain records/case files;
- ✓ Attends mandatory trainings, supervision, and scheduled meetings.
- ✓ Understanding of and ability to provide culturally appropriate and sensitive services.
- ✓ Maintains confidentiality for all information.

#### **7. MINIMUM QUALIFICATIONS:**

- ✓ Must have high school diploma or GED and some experience in related field.
- ✓ Proficient in speaking and/or reading and writing in English and a Southeast Asian language-Hmong Preferred.
- ✓ Lived experience.
- ✓ Being competent in computer skills, such as Windows, excel, etc.
- ✓ A valid driver’s license required.

#### **8. ESSENTIAL JOB REQUIREMENTS FOR BILINGUAL SKILLS:**

- ✓ Communicate effectively in written and spoken Hmong and/or other Southeast Asian languages.
- ✓ Required ability to communicate effectively with monolingual Hmong and/or other Southeast Asian speaking clients and families for all clinical purposes, including therapy and assessments.
- ✓ Assist with phone calls for Hmong and/or other Southeast Asian clients.
- ✓ Required ability to provide translations and interpretation on a periodic basis.
- ✓ Other translation tasks as required.

#### **9. PERSONAL QUALITIES:**

- ✓ Commitment to the mission and values of the agency,
- ✓ Committed to community building and development,
- ✓ Ability to inspire, empower, and cultivate self and others,
- ✓ Ability to adapt to various environments.

**10. BENEFITS:**

- ✓ Medical, vision, and dental coverage.
- ✓ Life insurance coverage at annual salary.
- ✓ Sick leave, per personnel policy (7 days per year).
- ✓ 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- ✓ Vacation, per personnel policy (12 days per year).
- ✓ Holidays per personnel policy (currently 12 paid holidays per year)

**CLOSING DATE: June 17, 2022 @ 5:00 P.M.** To apply, please submit a cover letter, attention to Kellie Charfauros, resume, and three references, with in the subject line Peer Support Specialist and email them to [kellie.charfauros@fresnocenter.org](mailto:kellie.charfauros@fresnocenter.org). The Fresno Center values diversity and is an affirmative action employer. All interested individuals, including women, people of color, people over forty, and persons with disabilities are encouraged to apply.