



Job Title: Peer Support Specialist
Program/Dept.: Cultural-Based Access Navigation Support (CBANS) Program
Classification: Temporary, Full-Time/Non-Exempt
Salary Range: \$16.97
Reports to: CBANS Program Director
Location: 4879 E. Kings Canyon Road, Fresno, CA 93727
Date: February 14, 2024

1. AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 30+ 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, Holistic Wellness Program, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Empower, 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.

The Fresno Center’s Mission Statement: To assist individuals in becoming self-sufficient, self-fulfilled and productive members of the community while fostering cultural preservation and promoting cross cultural understanding.

The Fresno Center’s Vision: The Fresno Center will be a champion for positive change through empowerment, education, and collaboration.

2. THE PROGRAM

The Cultural-Based Access Navigation Support (CBANS) is a program of Fresno County Department of Behavioral Health funded by the Mental Health Services Act and operated by The Fresno Center. CBANS provides timely access to services to traditionally unserved/underserved individuals in Fresno County. Program strategies may include evidence-based training for mental illness symptom recognition, recognition of mental health crises, stigma reduction, information regarding mental health services, and subsequent improvement of individual’s knowledge of mental health and availability of services designed to meet their psychological and emotional needs. These services will be provided in addition to, and not instead of, referrals to behavioral health services. CBANS’ staff shall provide peer/family and life skills education services to the community in order to provide a personal contact or liaison to mental health resources and programs within the community so that individuals can have support from knowledgeable persons assisting them in navigating and accessing the behavioral health system in a timely manner.

The position is contingent upon continued funding. The Fresno Center will not be responsible in any manner for terminations which are due to the 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 CBANS program. PPSs will be reflective of the traditionally unserved/underserved communities the program 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 linkage to services. PPSs assist in reducing health disparities through culturally appropriate community engagement, referral, and navigation for those identified 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, life skills 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 & RESPONSIBILITIES

- 4.1. Provides peer support services to CBANS individuals and/or family members.
- 4.2. Assists in the development, implementation, and coordination of activities, programs, and resources which directly support CBANS individuals and/or family members.
- 4.3. Assists individuals to develop self-advocacy, communication, and empowerment skills.
- 4.4. Conducts culturally appropriate outreach to individuals or family members and the community, and acts as a liaison between individuals, family members and services providers.
- 4.5. Actively mitigates barriers to care and provides navigation and linkage to services.
- 4.6. Perform other duties as assigned.

5. MINIMUM QUALIFICATIONS:

- 5.1. Bilingual reflective of one of the target groups
- 5.2. Must a valid California Driver's License
- 5.3. Must pass background check and Drug Test
- 5.4. Lived Experience

6. COMPETENCY:

- 6.1. Array of services available for Individuals with behavioral health needs.
- 6.2. Respectful and inclusive communication
- 6.3. The needs and difficulties faced by ethnically diverse consumers or family members/caregivers of ~~i-~~Individuals with mental illness
- 6.4. Barriers to wellness and recovery and obstacles with access to behavioral health services
- 6.5. Being competent in computer skills, such as Windows, excel, etc.
- 6.6. Understand and follow oral and written instructions.
- 6.7. Work harmoniously with CBANS Individuals and co-workers.
- 6.8. Write basic reports and maintain records/case files.
- 6.9. Attends mandatory trainings, supervision, and scheduled meetings.
- 6.10. Understanding of and ability to provide culturally appropriate and sensitive services.
- 6.11. Maintains confidentiality for all information.

7. SUPERVISORY RESPONSIBILITIES:

- 7.1. This position has no direct reports or level of supervisory.

8. PERSONAL QUALITIES

- 8.1. Accountable
- 8.2. Diligent and organized
- 8.3. Ethical and loyal
- 8.4. Punctual
- 8.5. Flexible
- 8.6. Problem-solver
- 8.7. Creative
- 8.8. Honest
- 8.9. Non-judgmental
- 8.10. Inclusive and respectful of those different than themselves

9. WORK ENVIRONMENT:

- 9.1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- 9.2. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

10. TYPICAL WORKING CONDITIONS:

- 10.1. The office setting is a normal environment.
- 10.2. Occasionally work during early morning, evening, or weekend.



10.3. May be subject to temperature variances in the office.

10.4. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy day.

11. TYPICAL PHYSICAL DEMANDS:

11.1. Requires sitting, standing, or walking for up to eight hours a day.

11.2. Some bending, stretching, or reaching may be necessary.

11.3. Lifting to 40 pounds may be required on occasion.

11.4. Vision must be correctable to 20/20

11.5. Hearing must be in the normal range for telephone contact.

12. POSITION TYPE AND EXPECTED HOURS OF WORK:

12.1. Full-time, typical work hours are between 8:00 am to 5:00 pm, Monday to Friday

12.2. Evenings and weekends as needed.

13. TRAVEL:

13.1. Travel time is expected for the position. Travel time includes travel to meetings, off-site training, or between job sites, as needed, locally.

13.2. Individuals may also be expected to use their own vehicle to travel and with mileage reimbursement.

13.3. A company car may be used when transporting a client to and from his or her placement, or field activities.

14. REQUIRED EDUCATION AND EXPERIENCE:

14.1. Must have high school diploma or GED and some experience in related field.

14.2. Bilingual reflective of one of the target groups.

14.3. Lived experience

15. PREFERRED EDUCATION AND EXPERIENCE:

15.1. Experience working with.

16. ADDITIONAL ELIGIBILITY QUALIFICATIONS:

16.1. None.

17. BENEFITS:

17.1. Medical, vision, and dental coverage.

17.2. Life insurance coverage at annual salary.

17.3. Sick leave, per personnel policy.

17.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.

17.5. Vacation, per personnel policy

17.6. Holidays per personnel policy

18. Affirmative action plan/Equal employment opportunity (AAP/EEO):

It is the policy of The Fresno Center to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, The Fresno Center will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.