

## Job Announcement

<b>Job Title:</b>	<b>Peer Support Specialist</b>
<b>Department:</b>	<b>Social Services</b>
<b>Reports to:</b>	<b>Community Programs Manager</b>
<b>Hours:</b>	<b>Full Time (40 hours/week), generally between 8-5 M-F (occasional evening and weekend work)</b>
<b>Location:</b>	<b>Gresham Women's Shelter/Chestnut Tree Shelter (East Multnomah)</b>
<b>Compensation:</b>	<b>\$18.00-\$19.47/hour, depending on experience</b>
<b>Benefits:</b>	<b>Medical, dental, short and long term disability and AD&amp;D insurance, holidays and paid leave</b>

***Want to help make a difference?*** Human Solutions counters the forces that keep people and communities in poverty by building relationships and assets that create opportunity - today and for future generations.

We partner with people and communities impacted by poverty so they can achieve long-term housing and economic security. We invest in affordable housing and community assets that contribute to strong, inclusive neighborhoods. We advocate with our community for policies and investments that expand housing and economic opportunity, eliminate wealth inequality and end poverty.

East Portland/East Multnomah County, Oregon is our home and the heart of our investments, advocacy and programs.

Human Solutions envisions vibrant, healthy neighborhoods where all people can share in the security, hopes and advantages of a thriving, supportive community.

Human Solutions operates as a nimble, financially strong organization driven by our passion, strategic goals and [guiding principles](#).

Diversity, inclusion and [equity](#) are fundamental values for Human Solutions, both internally and externally. HSI has an Anti-Oppression Diversity Committee, which serves as a sounding board for new internal policies and procedures to make sure that we're taking into account diversity and inclusion. It also helps with diversity-related projects, such as coordinating staff diversity trainings and providing ongoing input into our equity work.

Human Solutions is working to end homelessness and poverty in our community because everyone deserves a safe place to call home.

***What Human Solutions Can Offer You:*** We offer a comprehensive array of benefits in support of your physical, emotional and financial well-being. A few highlights:

- Employer paid premiums for employee health insurance.
- Generous paid time off, 13 paid holidays, a floating birthday holiday and the ability to maintain a great work/life balance.
- Employer paid premiums for short-term and long-term disability insurance and life insurance.
- Access to an employee assistance program.
- Flexible spending accounts for health and for dependent care.
- Professional development opportunities, including employee driven committees and monthly optional staff workshops.
- Access to wellness initiatives and resources including things such as walking groups, yoga classes, workshops on stress management, self-care and healthy living.
- Opportunity to contribute to a 401k retirement plan with a 2% employer match after three months of employment.
- Six weeks of sabbatical leave for every seven years of consecutive employment with the agency.

## SUMMARY

The **Peer Support Specialist** will provide strengths-based advocacy alongside individuals who may be homeless, at risk of becoming homeless or in need of other supportive services. Many participants have aspirations for themselves and face multiple challenging issues that may be barriers for them. The person in this position will deliver services within the frameworks of Assertive Engagement and Trauma Informed Care to help participants achieve their aspirations. They will work in collaboration with the individual and the Housing Specialist and/or Retention Worker to develop and maintain the implementation of a holistic goal plan aimed at addressing each individual's needs, especially as they relate to mental health and/or addiction treatment. This position will work with our Adult Housing Placement out of Shelter Team, which consists of Housing Specialists, a Retention Worker and Peer Support Specialists, as well as shelter staff members.

The **Peer Support Specialist** must meet the qualification criteria adopted under ORS 414.665. Please refer to the qualifications section below for more details.

## DUTIES & RESPONSIBILITIES

### *Essential*

- Conduct an in-depth assessment with prospective program participants.
- Collaborate with participants to develop and implement an individualized and flexible action plan with specific goals, which address health & wellness needs (including physical health and mental/emotional health).
- Help eligible individuals obtain health care benefits and entitlement benefits, which include OHP, SSI/SSDI, as well as other basic services.
- Utilize client assistance funds appropriately to each household based on their needs and goal plan.
- Apply Assertive Engagement and Trauma Informed Care skills in a culturally responsive manner to effectively motivate individuals to achieve their goals.
- Engage with households at least twice a month to update progress, address other needs, and provide any other ongoing supportive services.
- Use creativity and resourcefulness to ensure that participants are aware of all community resources available to them.
- Advocate with other service providers for the needs of participants as appropriate, which may include, but are not limited to, housing stability, counseling services,

substance use treatment, veterans services, benefits acquisition, physical and mental health care, and legal services.

- Organize and maintain files up to standards required by the funders. This includes, but is not limited to, keeping progress notes current and frequently updating goal/action plans for each participant and make regular entries regarding the status of their situation and activities performed towards the completion of their goals.
- Maintain accurate, complete, and up-to-date documentation of service activities using Human Solutions procedures, forms and data reporting systems (ETO and Service Point). Submit paperwork in a timely manner.
- Preparing and submitting monthly/quarterly/yearly reports to the funder.

#### *Secondary*

- Participate in regular supervision check-ins, monthly department/small team staff meetings and all staff trainings.
- Participate in community meetings/outreach events as appropriate, including but not limited to information and referral meetings and interagency partnership meetings.
- Other duties as assigned.
- Flexibility and a cooperative team spirit are important for the successful operation of Human Solutions.

### **QUALIFICATIONS**

The successful candidate must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and abilities required.

#### Knowledge of:

- Development and implementation of client centered service planning.
- Social, economic, and systemic issues creating poverty.
- How to work successfully using nationally recognized evidence based practices related to working with people living in poverty both to help them achieve greater stability and to help them thrive to the best of their ability.
- Community resources and agencies providing health care, mental health/substance abuse services, and other community services available to homeless and low income individuals.
- The effects of trauma on individuals experiencing homelessness and poverty.

#### Ability to:

- Partner with participants to identify their strengths, needs, options and effective solutions.
- Coordinate delivery of services with Social Service Managers, Gresham Women's Shelter/Chestnut Tree Shelter Managers and staff.
- Non-judgmentally elicit information and help problem solve around sensitive issues including, but not limited to behavioral health, substance abuse, and criminal backgrounds.
- Plan and coordinate delivery of services.
- Knowledge of, and/or willingness to learn Assertive Engagement tools related to motivational interviewing, a strength based approach, and elements of Assertive Community Treatment to working with program participants.
- Incorporate Trauma-Informed Care principles to services rendered.
- Work cooperatively and productively with volunteers and staff.
- Develop and maintain productive working relationships with public and private agency representatives as well as with the general public.
- Demonstrate cultural sensitivity and competency when working with diverse populations.

- Prepare and maintain clear, accurate, complete and timely records and reports.
  - Maintain strict confidentiality and professional boundaries with all households served.
  - Understand and follow complex written and oral instructions, rules and procedures.
  - Work independently and at the same time be a vital and contributing part of a team.
- **Important:** The ***Peer Support Specialist*** must meet the qualification criteria adopted under ORS 414.665. They may be either a peer support specialist or a peer wellness specialist who provide supportive services to a current or former consumer of mental health or addiction treatment: Is a current or former consumer of mental health or addiction treatment, or an individual who is in recovery, as defined by the Oregon Health Authority by rule, from an addiction disorder. The hiring manager will be checking the traditional health worker registry to ensure the applicant's name is found there, so if you feel you qualify please make sure you are on the registry, otherwise you will not be considered for an interview:  
<https://traditionalhealthworkerregistry.oregon.gov/Search>

### **EDUCATION and/or EXPERIENCE**

- Bachelor's Degree in social service/social sciences field with at least six (6) months case management experience; or any combination of education and work experience in social services and case management totaling four years. Life experience is also considered.
- At least one year experience developing and/or implementing individualized service plans.
- Experience with crisis intervention, community networking and resource development.
- Experience delivering services in a culturally responsive approach using Assertive Engagement techniques (i.e. Strength Based Case Management, Motivational Interviewing, Assertive Community Treatment).
- Experience providing services to justice involved populations.
- Bi-Lingual/Bi-Cultural preferred but not required.
- English fluency required, written and spoken.
- General computer, word processing and spreadsheet skills.
- Experience and intermediate skills with Microsoft Office (Word, Excel, Outlook)

### **PHYSICAL DEMANDS**

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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and talk or hear. The employee frequently is required to stand; walk; sit; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and distance vision.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations

may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

### **TRANSPORTATION**

Possession of a valid driver's license, clean driving record and reliable transportation required. Vehicle insurance coverage limits must be \$100,000 bodily injury liability for one person, \$300,000 bodily injury liability for all people in an accident and \$100,000 property damage liability.

### **TO APPLY**

Please send resume, cover letter and three professional references (include: name, phone, email, job title, and professional relationship to you (for example: supervisor or co-worker)) to Amie Diffenauer via the [ADP Career Center](#). Letters of reference are not necessary. This position is open until filled. Please no phone calls.