



Office of Human Resources
Peer Navigator - CA3163
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General Statement of Duties

Performs advanced level work facilitating linkages across systems to services for individuals who are experiencing life challenges including, but not limited to homelessness, victimization, poverty, unemployment, health conditions, disabilities, court mandated requirements, mental health conditions, substance use conditions and criminal justice systems involvement. Core functions of this position include supporting clients with evidenced based peer support relationships, identifying personal strengths and abilities, and supporting the client with coaching, education and advocacy, identifying resiliency and risk factors, needs and barriers to systems and services linkage. Documents and informs policy makers on community needs including service and systems barriers to inform potential revisions of current processes and procedures impacting the individuals served.

Distinguishing Characteristics

This class is distinguished from the Outreach Case Coordinator which performs advanced level work facilitating services for the vulnerable and referring clients to appropriate programs and services and the supporting agencies.

This class is distinguished from Social Caseworker which performs professional level social casework counseling and services.

Level of Supervision Exercised

None

Essential Duties

Performs outreach to build relationships with clients using a trauma informed peer support model.

Engages client with intentional and skillful self-disclosure of personal experiences of overcoming challenges to build rapport and trust, and to inspire hope, empowerment, and positive action.

Engages client with goal setting methods to identify services, resources, develop timelines, and partners to succeed in self-determined goals.

Assists client to identify personal and systems barriers and potential solutions to engage in services or treatments and/or community resources.

Provides linkage across systems to services to achieve client's self-determined goals. Uses personal experiences to provide linkage to services including natural supports that are community based and include non-treatment-based programs and relationships.

Actively participates in connecting client to services by supporting the clients to make phone calls, accompanying client to resolve transportation barriers, attending appointments with client, and coordinating services with client in multiple systems as directed by the client with the goal of client empowerment. This may involve client education and advocacy as well as systems navigation.

Monitors and tracks client's participation and successes. Follows up on challenges that arise encouraging client to take personal responsibility for client identified tasks. Provides coordination of services across systems.

Builds professional relationships and networks with community resources and service providers across systems for the populations served. Facilitates access to services with knowledge of eligibility and program requirements to ensure expedited and continued services and resources for client to succeed.

Provides guidance and coaching to expand client's life skills as requested by client.

Encourages the client's development of self-management strategies.

Maintains appropriate boundaries with clients adhering to the International Association of Peer Supporters' National Practice Standards.

By position, engages in on-going emotional support, coaching, collaborative problem solving with client in one-to-one or group interactions to resolve immediate or recurring challenges and barriers to receiving and/or participating in services or programs.

By position, conducts interviews to identify client's history, strengths, abilities, knowledge and natural resources. Encourages client to identify resiliency and risk factors.

By position, offers emotional support and/or crisis support with validation, connection and empowerment.

By position, role models and teaches self-advocacy skills. Provides systems advocacy as determined by client. Ensures clients' voice is heard and perspective is included in decision making.

By position, develops and facilitates educational trainings and presentations to inform clients, staff, community, service providers, vendors, community organizations, program partners and policy makers to increase awareness of community needs, barriers, and peer support and navigation services increasing coordination and collaboration to enhance service delivery.

By position, provides insights and awareness concerning the perspectives of clients based on personal and shared experiences.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

Knowledge of community resources sufficient to be able to provide efficient and effective linkage.

Excellent communication skills including knowledge of motivational interviewing, active listening, feedback, empathy and validation.

Knowledge of person centered planning to activate client perspectives and opportunities for client to take personal responsibility, identify natural supports and service providers to achieve plan.

Ability to provide services with skills and knowledge required by the Colorado Combined Core Competencies for Peer Support Specialists/Recovery Coaches and Family Advocates & Systems Navigators.

Strong critical thinking and problem-solving skills.

Ability to work effectively on teams and with multi-disciplinary service providers to coordinate client's services and meet their goals.

Ability to bridge information and communication gaps between clients and service providers.

Knowledge of SAMSHA's 10 Guiding Principles of Recovery, National Practice Standards for Peer Supporters developed by the International Association of Peer Supporters, and Trauma Informed Peer Support.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

One (1) year of experience providing peer support as a volunteer or professional.

Education & Experience Equivalency

No substitution of education for experience is permitted.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.

Contact with clients under a wide variety of circumstances.

Subject to varying and unpredictable situations.

Subject to many interruptions.

May handle emergency or crisis situations.

Potential exposure to unpleasant elements.

Potential exposure to various illnesses and diseases.

Mobile work locations may be physically and/or emotionally challenging.

Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

2- Light Sedentary (10-20 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in a normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, grasping or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Lifting: raising or lowering objects weighing no more than 20 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-615

FLSA Code: N

Established Date: 9/8/2019

Established By: LS

Revised Date:

Revised By:

Class History: