



SAN MATEO COUNTY HEALTH

BEHAVIORAL HEALTH & RECOVERY SERVICES

Office of Consumer
& Family Affairs

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BHRS Office of Consumer and Family Affairs

Job Opportunity: Extra-Help Peer Program Specialist

\$37.63- \$47.05 Hourly

The San Mateo County Health, Behavioral Health and Recovery Services (BHRS), Office of Consumer and Family Affairs (OCFA) is looking for an Extra-Help Peer Program Specialist to support 1) digital behavioral health literacy and device distribution to BHRS clients; and 2) peer certification process and ongoing advocacy trainings.

NOTE: This is an extra-help, at-will assignment, paid on an hourly basis. Some extra help positions are eligible for benefits under the Affordable Care Act. Extra help employees are not guaranteed permanent status at the end of the assignment.

The ideal candidate as a person with lived experience as a current or past consumer or family member of a consumer of behavioral health services. The position will be responsible for the following activities related:

- Coordinate the client device distribution process including daily tracking of devices, fulfillment of device requests, monitoring device usage and utilizing the device management system.
- Troubleshoot issues in collaboration with relevant service providers (e.g., phone service provider, phone management system providers and device technical support providers).
- Support data collection needs to inform the continuous improvement of the program and behavioral health outcomes (e.g., increased/sustained engagement in behavioral health appointments and supports)
- Lead the Help@Hand launch of a wellness “app” and the digital literacy supports for clients.
- Prepare reports and communicate the implementation efforts and learnings to relevant stakeholder groups.
- Support the implementation of the Medi-Cal Peer Support Specialist Certification SB 803 and develop a strategy for continuous recruitment and support of clients/family members to become a Medi-Cal Peer Support Specialist.
- Support the implementation of a Peer/Family advocacy training and develop a strategy for continuous engagement and support of clients/family members in advancing advocacy goals through MHSA.
- Support clients’ meaningful participation in the advocacy training and subsequent participation in advisory roles, committees, meetings and other decision-making spaces.
- Support other OCFA projects and tasks as assigned.





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Knowledge of:

- Principles and practices of peer support programs.
- Specialized technical knowledge related to digital literacy.
- Current behavioral health related Peer/Family priorities.
- Monitoring, data collection and reporting.
- Computer applications related to the work. (Microsoft Word, Excel, Power Point)
- Office administrative practices and procedures, including records management and the operation of standard office equipment.

Skill/Ability to:

- Make independent judgments and work independently
- Prepare concise reports and recommendations.
- Communicate effectively in writing and orally.
- Coordinate multiple facets of a program function.
- Compile, analyze and interpret data.
- Establish and maintain cooperative working relationships with members of other behavioral health teams and diverse community groups.
- Plan, organize, promote and coordinate diverse program activities.

Ideal Candidate:

- Any combination of education and experience that would likely provide the required knowledge, skills and abilities.
- Highly organized and detailed oriented.
- At least one year of experience in the field mental health and/or substance use preferred.
- Ability to understand and work effectively with behavioral health clients and families.
- Valid CA Driver's License to travel/drive to various locations as needed to attend meetings, support work, etc.

Those with lived experience as a person in recovery from mental health and/or substance use conditions or as a family member of someone who has behavioral health conditions and/or with experience as a member of Black, Indigenous, People of Color (BIPOC) and/or marginalized communities are strongly encouraged to apply.

If you are interested in the position, please submit the following to csaggese@smcgov.org:

- 1) Cover Letter - briefly describing your interest and qualifying experience
- 2) Resume