



San Mateo County Behavioral Health and Recovery Services
Office of Diversity & Equity **Peer Support Worker, Spanish Speaking – Limited Term**

The San Mateo County Behavioral Health and Recovery Services (BHRS), Office of Diversity and Equity (ODE) is looking for a Spanish-speaking Peer Support Worker to provide support to families and identify resources on wellness, recovery and resilience for the ODE's community engagement and education programs.

The Peer Support Worker is an agile at-will position not to exceed three years. Applicants should have a passion for community engagement and empowerment, efforts to decrease stigma and discrimination and support wellness and recovery of marginalized communities.

The Peer Support Worker will support all ODE programs, in particular the Parent Project (PP), Health Ambassador Program (HAP), and Lived Experience Academy (LEA). This Peer Support Worker will also assist in supporting the Office of Consumer and Family Affairs (OCFA) on an as needed basis. This position requires working some after hours, between 5:00 p.m. and 8:00 p.m. when needed to accommodate families and outreach efforts in the community.

Responsibilities include but are not limited to, the following:

- Outreach to ethnically diverse clients, caregivers and families to engage them in services and overcome barriers to participate in behavioral health services.
- Attend Parent Project courses, as directed, to support caregivers/families and encourage them to stay connected.
- Provide encouragement and support for HAP participants to graduate.
- Coordinate outreach opportunities for HAP graduates to engage in community events (i.e. speaking on panels, attending and supporting Health Equity Initiatives, Community Service Area, School Collaboratives, etc.).
- Attend and support HAP, LEA and OCFA events as directed.
- Serve as mentor to teach and show clients and family members how to function more independently and in finding and accessing community resources.
- Develop and/or organize educational and informational materials.
- Serve on various related committees (Health Equity Initiatives, Community Service Area meetings), and attend meetings.
- Support non-English speaking residents.
- Perform other related duties as assigned.

Knowledge of:

- Basic needs and difficulties faced by ethnically diverse consumers, caregivers and families.
- Problems, needs, attitudes and behavior patterns of the client population and of the total community served.
- Identification of social and community resources and how to connect individuals to these resources.
- Techniques for effectively representing the County in contacts with the general public, other agencies, community groups, and various business, professional, educational, and regulatory organizations.
- Modern office practices, methods, and computer equipment and applications related to the work.

Skill/Ability to:

- Address the client population's unique needs in a culturally sensitive manner.
- Relate and communicate effectively with the community served.
- Establish, maintain, and foster positive and effective relationships with clients, their families and/or caregivers and others contacted in the course of work.
- Learn and understand the organization and operation of the assigned department and program.
- Respond to and effectively prioritize multiple phone calls and requests for service.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Interpret and apply administrative and departmental policies and procedures; interpret agency programs and policies to members of the community served.
- Organize own work, set priorities, and meet critical time deadlines.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Write clear and comprehensive reports.
- Maintain confidentiality
- Stand and walk for extended periods of time and lift and carry equipment and supplies used in the course of the work.

NOTE: This is a limited term, at-will position. Limited Term Employees are assigned to assignments not to exceed three years. They receive medical and dental benefits, similar to regular employees, and a defined contribution retirement plan.

QUALIFICATIONS

Language Requirement: The ability to speak, read, and write fluently in both English and Spanish.

License: Some positions may require possession of a valid California driver license or equivalent.