

## PEER SUPPORT SERIES

<u>Code No.</u>	<u>Class Title</u>	<u>Occ. Area</u>	<u>Work Area</u>	<u>Prob. Period</u>	<u>Effective Date</u>	<u>Last Action</u>
3021	Peer Support Assistant	04	071	12 mos.	00/00/21	NEW
3022	Peer Support Specialist	04	071	12 mos.	00/00/21	NEW
3023	Peer Support Supervisor	03	071	12 mos.	00/00/21	NEW

Promotional Line 386

### Series Narrative

Employees in this series perform peer support duties of a specialized nature involving a variety of practices, procedures, and routines in support of re-entry as a result of release from justice-involvement, chronic health management (diabetes, hypertension, cancer, etc.), mental health management, recovery from drug or alcohol dependency, or veteran service connected disciplines.

The work covered by the various levels of the series ranges from simple, routine, and repetitive apprentice duties performed under direct supervision to duties that are complex and highly diversified performed under general direction.

The duties may include: advocate for participants both within their respective organization and within the broader community; engage in one-on-one formal advocacy efforts to reduce stigma; increase access to services, and increase the breadth and quality of services; engage in nonhierarchical, collaborative one-on-one relationships and support others by helping them clarify their desires and identify relevant action steps; empower clients to make choices and pursue their goals; create leadership development opportunities within agencies such as “Peer Advisory Councils” and connect individuals to those opportunities; explore the strengths and assets that individuals bring in support of their recovery, re-entry, mental or chronic health management from an individual, interpersonal, and community perspective; support people in identifying potential areas of vulnerability and identify strategies for strengthening these and increasing their recovery, re-entry, mental or chronic health management capital; support clients in not only addressing and coping with recovery, re-entry, behavioral and chronic health challenges but also with improving their overall quality of life and integrating into their community by supporting them in developing individualized plans by identifying goals in multiple life domains along with simple next steps; play a critical role in identifying, mapping, and developing relevant resources, including education, employment, housing, childcare, and others; link clients to community resources and help them navigate these and other health and social service systems; provide critical one-on-one support during challenging times by sharing lived experience, promoting hope, being present, assertively connecting people with needed resources, and so on.

## DESCRIPTIONS OF LEVELS OF WORK

**Level I: Peer Support Assistant****3021**

Under direct supervision of certified Peer Support Supervisor (professional) or the supervisor's designee, employees at this level perform and participate in a comprehensive training program; completes work assignments designed to develop knowledge, understanding, and practical skills consonant with the various complex professional social services, recovery, re-entry, mental/behavioral health or chronic health management, homelessness and veteran disciplines within the respective department; completes controlled assignments in a broad range of peer support activities in a specific phase of a department's operations, involving the completion of practical work tasks of increasing difficulty and responsibility.

A Peer Support Assistant typically:

1. completes routine case management assignments including assessing, planning implementing, monitoring, and evaluation actions required to meet client's/peer's health and human service needs; consults with supervisory personnel on problem areas and makes recommendations for improvement;
2. under supervision completes assigned projects-relating to one-on-one peer support case management, including but not limited to:
  - a. customer service
  - b. case initiation
  - c. relationship building
3. assists with providing individuals with social services program information;
4. develops rapport with clients/peers in order to create a safe space where clients/peers can be open and honest about their struggles; provides advice and support to clients/peers on a variety of subjects by offering perspective from their own lived experience:
  - a. planning for crisis
  - b. finding and accessing health care or other needed services
  - c. developing coping skills (strategies that can be used in the face of stress or trauma) to help manage painful or difficult emotions.)
  - d. identifying recovery goals and making plan of action.
  - e. developing good self-care practices, often through modeling your own.
  - f. accessing career resources or developing job-seeking resources
  - g. developing relationships in the community
5. participates in staff meetings, conferences, workshops, seminars, training sessions, and other activities which will provide meaningful learning experiences;
6. performs other related duties assigned.

**Level II: Peer Support Specialist****3022**

Under general supervision of a designated supervisor or supervisor's designee, employees at this level perform a variety of tasks that require the application of judgment and initiative, a thorough knowledge of various complex professional social services, recovery, re-entry, mental/behavioral health or chronic health management, homelessness and veteran disciplines within the respective department; completes controlled assignments in a broad range of peer support activities in a specific phase of a department's operations, involving the completion of practical work tasks of increasing difficulty and responsibility.

A Peer Support Specialist typically:

In the areas of recovery and re-entry from justice-involvement, chronic health management (diabetes, hypertension, cancer, etc.), mental/behavioral health management, recovery from substance (drug or alcohol dependency), or psychological trauma such as veterans or homelessness:

1. interviews clients/patients and/or family members to gather information about their backgrounds, needs, or progress;
2. provides social services programs information to service clients/patients recipients for every phase of the recovery, re-entry, chronic health and/or mental and behavioral health management journey from pre-engagement, initiation, stabilization and maintenance; explains rules, policies, procedures and/or regulations;
3. collaborates with professionals to assess client needs or plan treatments. Provides a model for clients/patients and staff by demonstrating that recovery, re-entry, health management is possible;
4. assists clients/patients in identifying their personal interests, goals, strengths and weaknesses; and coaches' clients/patients in developing their own plan for advancing their recovery, re-entry, health management; for "getting the life they want";
5. facilitates via personal coaching the transition from a professionally directed service plan to a self-directed recovery, re-entry, chronic health and/or mental and behavioral health management plan;
6. promotes self-advocacy by assisting recovering persons to have their voices fully heard; their needs, goals and objectives established as the focal point of the recovery, re-entry, chronic health and/or mental and behavioral health management and clinical services;
7. develops relationships with community groups/agencies in partnership with others in the agency;
8. actively identifies and supports linkages to community resources (communities of recovery, educational, vocational, social, cultural, spiritual resources, mutual self- help groups, professional services, etc.) that support the client's/patient's goals and interests;

9. links individuals to appropriate professional resources when needed. Provides vision-driven hope and encouragement for opportunities at varying levels of involvement in community-based activities (e.g., work, school, relationships, physical activity, self-directed hobbies, etc.);
10. identifies barriers (internal and external) to full participation in community resources and develops strategies to overcome those;
11. maintains contact by phone and/or e-mail with the client/patient after they leave the program to insure their ongoing success and to provide re-engagement support in partnership with others in the agency if needed;
12. maintains client/patient and social program records and prepares and maintains project logs, reports and in appropriate files and database(s);
13. serves as a lead worker for staff;
14. performs duties of the lower level;
15. performs other related duties as assigned.

### **Level III: Peer Support Supervisor**

**3023**

Under general supervision of a designated supervisor, employees at this level perform highly complex duties that require independent judgment and initiative, an extensive knowledge of various complex professional social services, recovery, re-entry, mental/behavioral health or chronic health management, and veteran disciplines within the respective department; completes controlled assignments in a broad range of peer support activities in a specific phase of a department's operations, involving the completion of practical work tasks of increasing difficulty and responsibility.

A Peer Support Supervisor typically:

1. supervises and manages peer support team(s) to develop their knowledge of peer roles and practices, embrace a recovery orientation, and advocate for the integration of peer workers;
2. assists with personnel functions such as interviewing, selecting, training, supervising, evaluating performance, and/or developing staff, work schedules, and assignments;
3. guides, manages and audits work flows and processes to ensure accurate and timely service delivery and issue resolution;
4. ensures client/patient health information is obtained, maintained, and processed in compliance with organizational and industry regulations and requirements;

5. reviews reports; initiates follow-up actions such as conducting audits and identifying trends in service delivery or population changes;
6. assists with the development and implementation of policies, procedures, standards and initiatives for process;
7. monitors, researches and distributes information regarding changes in peer support or respective departmental guidelines, policies, requirements, etc.;
8. assists with evaluating patient and staff satisfaction;
9. performs duties of the lower level;
10. performs other related duties as assigned.

#### MINIMUM ACCEPTABLE QUALIFICATIONS:

##### **Level I: Peer Support Assistant**

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#### CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school diploma or GED.
2. One (1) year (12 months) of (or extensive) “lived” experience\* in sustained recovery and re-entry in *area(s) of specialization inherent to the position*
3. Based on position requirements, possession of a valid and current (appropriate) State of Illinois driver’s license and proof of insurance at time of appointment.

*\*Note: This experience may include personal experience as a parent, guardian, or a loved one who you have supported through such a journey.*

#### KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of the community and resources.
2. Knowledge of principles and processes for providing customer and personal services.
3. Knowledge of clerical procedures and systems (word processing, spreadsheet software, etc.).
4. Skill in service orientation-anticipating, recognizing, and meeting others’ needs.
5. Skill in active listening (give full attention to what other people are saying, taking time to understand the points being made, asking questions when appropriate and not interrupting at inappropriate times).

6. Skill in talking to others to convey information effectively.
7. Skill in analyzing situations and finding workable solutions (critical thinking).
8. Skill in using a computer (utilizing computer software i.e. word processing, spreadsheets, databases, etc).
9. Ability to understand and follow oral and written instructions.
10. Ability to communicate clearly, both verbally, and in writing.
11. Ability to establish and maintain harmonious working relationships with other employees and agency representatives.
12. Ability to engage and establish rapport with people from varied ethnic/social/economic backgrounds and health challenges.
13. Ability to build mutual trust, respect, and cooperation among others.
14. Demonstrated ability to maintain confidentiality.

## **Level II: Peer Support Specialist**

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### CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school diploma or GED
2. One (1) year (12 months) of (or extensive) “lived” experience\* in sustained recovery and re-entry in *area(s) of specialization inherent to the position*.
3. Any one or any combination of the following totaling one (1) year and six (6) months (eighteen (18) months) of work experience comparable to the previous lower level (Peer Support Assistant) of this series.\*\*
4. Based on position requirements, possession of valid and current certification in *area(s) of specialization inherent to the position from an accredited agency/organization*.
5. Based on position requirements, possession of a valid and current (appropriate) State of Illinois driver’s license and proof of insurance at time of appointment.

*\*Note: This experience may include personal experience as a parent, guardian, or a loved one who you have supported through such a journey.*

*\*\*Note: The possession of a valid and current Certification in *area(s) of specialization inherent to the position from an accredited organization* may be substituted for #3 above.*

## KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of principles and processes for providing peer support services.
2. Knowledge of the community and resources.
3. Knowledge of principles and processes for providing customer and personal services.
4. Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, data entry, designing forms, and other office procedures and terminology.
5. Knowledge of electronic equipment, computer hardware and software, and their applications.
6. Knowledge of business and management principles involved in strategic peer support planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
7. Skill in service orientation – anticipating, recognizing, and meeting others’ needs.
8. Skill in active listening (give full attention to what other people are saying, taking time to understand the points being made, asking questions when appropriate and not interrupting at inappropriate times).
9. Skill in talking to others to convey information effectively.
10. Skill in analyzing situations and finding workable solutions (critical thinking).
11. Skill in using logic and reasoning to identify the strengths and weakness of alternative solutions, conclusions, or approaches to programs.
12. Ability to exhibit strong organizational skills and maintain detailed, accurate records.
13. Ability to communicate effectively as appropriate for the needs of the audience.
14. Ability to interpret work related documents, policies, and procedures.
15. Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
16. Ability to set priorities and manage one’s own time and the time of others effectively.
17. Ability to work independently and exercise judgment.
18. Ability to work as a member of a team.

### Level III: Peer Support Supervisor

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#### CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school diploma or GED
2. One (1) year (12 months) of (or extensive) “lived” experience\* in sustained recovery in *area(s) of specialization inherent to the position*.
3. Any one or any combination of the following totaling five (5) years (60 months) in the following categories:
  - a. work experience performing duties comparable to the previous lower level (Peer Support Specialist) of this series.
  - b. college coursework in healthcare or social services related fields using the following conversions:
    - Associate degree (60 semester hours) equals one (1) year and six (6) months (18 months)
    - 90 semester hours equals two (2) years (24 months)
    - Bachelor’s degree (120 semester hours) equals three (3) years (36 months)
4. Two (2) years (24 months) of supervisory or lead worker experience (experience can run congruent with #3A above)
5. Possession of valid and current certification in *area(s) of specialization inherent to the position from an accredited agency/organization*.
6. Based on position requirements, possession of a valid and current (appropriate) State of Illinois driver’s license and proof of insurance at time of appointment.

*\*Note: This experience may include personal experience as a parent, guardian, or a loved one who you have supported through such a journey.*

#### KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of principles and processes for providing peer support services.
2. Knowledge of the community and resources.
3. Knowledge of principles and processes for providing customer and personal services.
4. Knowledge of business and management principles involved in strategic peer support planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
5. Skill in service orientation – anticipating, recognizing, and meeting others’ needs.

6. Skill in crisis intervention.
7. Strong skills in verbal and written communication and active listening.
8. Administrative skills.
9. Skill in being articulate and talking to others to convey information effectively.
10. Skill in analyzing situations and finding workable solutions (critical thinking).
11. Skill in using logic and reasoning to identify the strengths and weakness of alternative solutions, conclusions, or approaches to programs.
12. Proficient computer skills in word processing, spreadsheet, e-mail and PowerPoint.
13. Ability to work independently and exercise good judgment.
14. Ability to exhibit strong organizational skills and maintain detailed, accurate records.
15. Ability to communicate effectively as appropriate with individuals in treatment, re-entry, recovery, chronic illness management, homelessness and veterans' programs.
16. Ability to interpret work related documents, policies, and procedures.
17. Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
18. Ability to set priorities and manage one's own time and the time of others effectively.
19. Ability to work independently and exercise judgment.
20. Ability to work as a member of a team.
21. Ability to effectively handle crisis/emergency situations.
22. Ability to adhere to confidentiality practices and procedures and ethic policies.
23. Supervisory ability.