

Part-time job for individuals with First Responder Experience

Pathways is seeking an innovative and purpose driven individual to join our team as a Part-Time Peer Navigator.

San Diego First Responder's Behavioral Health Program is a peer supported First Responder helpline and educational services to increase access to mental health and substance disorder services for first responders in San Diego County, and reduce the stigma and barriers associated with accessing such services.

Summary

A Peer Navigator has direct lived experience as a First Responder, has a family of origin member as a First Responder or has extensive experience working directly with First Responders. Peer Navigators are fully integrated team members who provide highly individualized services and have the innate ability to build trust and relationships with callers. The insight resulting from this relationship is extremely useful in encouraging continued follow through with accessing services and taking a step toward the callers recovery.

Essential Duties/Responsibilities

- Carry out duties as a member of the team, under the direction of the Program Manager. Specific job responsibilities will vary depending on education and experience.
- Use of personal vehicle is required. May be asked to attend outreach events.
- Perform navigation and linkage for callers, problem solve options, provide follow up, as well as offer encouragement.
- Support and communicate with callers timely to answer questions, while making a difference in our Call Center/Caller Relationships. Answer calls immediately and provide professional/supportive support while providing referrals/ linkages

- Provide practical help and mentoring, advocacy, coordination, individualized support, problem solving and direct
- Provide practical help and mentoring, advocacy, coordination, individualized support, problem solving and direct assistance to help callers obtain the necessary services.
- Develop effective working relationships with agencies and organizations to advocate for First Responders.
- Document all activities as required.
- Maintain and ensures HIPAA, ethical standards and professional boundaries with all staff and clients.
- Other duties assigned or necessary to support the program and/or the company.

Recovery Requirements

- Provide the best customer care possible.
 - Identify and build upon the strengths of clients, coworkers, and the communities we serve.
 - Support clients' steps towards Recovery and Wellness.
 - Create an organizational culture that respects and celebrates the diversity of our clients.
 - Value learning as an ongoing process that enables us to better service our consumers and establishes our leadership in the industry.
 - Research and utilize our industry's best practices and analyze our own services to ensure the best possible outcomes.
 - Provide outreach and develop relationships with community partners
- Works under direct supervision from the Program Manager.

Education/Licensing Requirements

Education and/or Experience

- High school diploma or general education degree (GED) required with computer or business courses. •Bachelor's degree preferred but not required.
 - Lived experience as a first responder or has family members as a first responder. Preferred history of being a consumer of mental health and/or substance use services. Certificates, Licenses, Registrations
 - Proof of: valid California driver's license and auto insurance, as well as proof of education are required. Prior behavioral health experience preferred.
- Knowledge, Skills and Experience

- Knowledge of ways to encourage First Responder community to accept opportunities for assistance with community providers to explore and regain strengths, skills, and/or talents that may be inherent in individual consumers and to become more social, through community events and outings, as well as within the program's internal activities.
- Skills to provide essential expertise and consultation to the First Responder community, to promote a culture in which each callers' preferences are recognized, understood, respected
- Knowledge of community resources and connections and experience working with peers.
- Excellent organizational skills, interpersonal skills, and communication skills are a must.
- Basic-Intermediate computer skills.
- Ability to effectively prioritize and manage time.
- Ability to develop and maintain strong working and professional relationships with a wide range of community agencies and organizations.
- Knowledge of how to obtain and record accurate information for case documentation and other reports.
- Knowledge of the needs and difficulties faced by consumers
- Possess effective oral and written communication skills.
- Ability to communicate the First Responder experience and perspective at all levels within the mental health system and the community.

Contact Info:

<https://pathways-of-california.careerplug.com/jobs/1126339/apps/new>