



Job Description

Title: CRT Peer Bridger

Revised: April 15, 2020

Reports to: Director of Recovery Services

FLSA Status: Non-Exempt

JOB SUMMARY

The Peer Bridger engages referred individuals and coordinates activities to form trust-based relationships that foster hope for positive change and personal empowerment leading to successful integration back into the community.

ESSENTIAL FUNCTIONS:

1. Maintain own personal wellness.
2. Initiate and maintain regular communications/meetings with referred individuals nearing discharge from Buffalo Psychiatric Center.
3. Assists referred individuals post-discharge to identify and engage in a range of community-based support groups/efforts.
4. Develop supportive relationship with participants to identify and overcome barriers to mental health recovery; build self-advocacy and systems-navigation skills; and link participants to natural and community supports.
5. Travel to numerous locations to engage and support the recovery of program participants.
6. Maintain required caseload including submitting timely and accurate documentation for all services provided.
7. Use person centered planning to assist individuals in formulating goals
8. Collaborate and communicate effectively with all supervisors, team members, partner agencies, and participant treatment team members as a positive and effective member of the team.
9. Handle a wide variety of situations and conflicts involving the daily interactions with peers. This includes hosting meetings and trainings, coordinating activities, and resolving conflicts.
10. Attends and participates in trainings and internal and external meetings as required and assigned by supervisor.

ADDITIONAL RESPONSIBILITIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

COMPLEXITY OF WORK AND DECISION MAKING:

Works in accordance with policies and regulations which may require judgment, initiative, creativity and the ability to deal with complex factors and making of decisions based on conclusions for which there may be little precedent.

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination by employers, in compensation and employment opportunities, against qualified individuals with disabilities who, with or without reasonable accommodation, can perform the “essential functions” of a job. A function may be essential for any of several reasons, including: the job exists to perform that function, the employee holding the job was hired for his/her expertise in performing the function, or only a limited number of employees are available to perform that function.

Housing Options Made Easy, Inc. is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Housing Options Made Easy, Inc. will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business. If you are interested in applying for an employment opportunity and feel you need a reasonable accommodation pursuant to the ADA, please contact Jacque Emborski at jacque.emborski@housingoptions.org.



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AUTONOMY AND ACCOUNTABILITY:

Works from general objectives (such as governmental and agency compliance standards) and broad and varying policies, procedures, rules or precedents with significant functional guidance. Refers specific cases to supervisor for clarification or interpretation. Review by supervisor focuses on achievement of the objective and not necessarily on the means, except when required to ensure compliance with regulations.

TECHNOLOGY, EQUIPMENT OR TOOLS:

Microsoft Office skills including Excel, Word, Power Point and Outlook. Evidence of skills demonstrated by the ability to perform all of the basic functions within each program; including but not limited to maintaining a calendar, sending e-mail, creating letters as well as the ability to create and edit databases and spreadsheets.

General office equipment is used including fax machine, computer and phone system.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work follows established practices and operating procedures with some latitude for independent judgment. Maintains strict visual contact with work up to 90% of the time. May occasionally lift up to 35 lbs. without mechanical assistance. Work involves sitting, driving, and ambulating from task to task.

The noise level in the work environment is usually light.

EDUCATION & EXPERIENCE:

- High School Diploma or General Education Degree (GED)
- Completion of a peer advocacy training program or related certification is preferred. Academy of Peer Services Certification must be completed within the employees first 6 months in this position if the employee is not currently certified.
- Must have a valid Class D Driver License, reliable transportation and automobile insurance.

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- Must have had active participation in mental health self-help activities, peer support or peer advocacy programs or recipient-run organizations or similar experiences or programs.
- Must have the ability and willingness to get immunizations in accordance with Buffalo Psychiatric Center's regulations.

KNOWLEDGE, SKILLS & ABILITIES:

- General knowledge of participant benefits, governmental processes, participant rights, case management, and operations of the agency.
- Knowledge of peer-operated and peer recovery programs; ability to employ principles of recovery.
- Ability to assertively advocate for participants and negotiate with service providers.
- Ability to establish trusting supportive relationships with participants that are formed within the context of Agency philosophy.
- Ability to listen and demonstrate understanding and empathy to provide clear feedback to participants' verbal and non-verbal communication (coaching and connecting skills).
- Ability to respond to de-escalate crises.
- Knowledge of cultural competence and ability to demonstrate sensitivity to working with participants from diverse ethnic and cultural backgrounds.
- Ability to interact with individuals and general public at all levels of the organization; communicating with respect and clarity.
- Ability to work independently and as part of a team with within the context of Agency philosophy and in accordance with all agency policies, procedures and guidelines.
- Possess strong written and verbal communication skills, time management and organizational skills.
- Ability to maintain a mobile office with the use of cell phone/tablet and laptop.
- Must possess advocacy skills, attention to detail, and documentation skills.
- Must have an understanding and working knowledge of confidentiality laws regarding participant records and personal/health information.
- Must be proficient in MS Word/Excel, internet and Outlook e-mail.
- Ability to handle challenging situations with tact, diplomacy, and confidence.

I have reviewed the job description and understand my duties.

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Employee Name (Please Print)

Employee Signature

Date

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