

United Healthcare - New York Peer Support Specialist Job Description

Combine two of the fastest-growing fields on the planet with a culture of performance, collaboration and opportunity and this is what you get. Leading edge technology in an industry that's improving the lives of millions. Here, innovation isn't about another gadget, it's about making health care data available wherever and whenever people need it, safely and reliably. There's no room for error. Join us and start doing your life's best work.

Primary Responsibilities:

- **Assist families and consumers with defining their recovery goals, and developing the resiliency skills and knowledge needed for the consumer's recovery.**
- **Support the creation of and assist with the implementation of a comprehensive training and education program with peers, families, providers and staff.**
- **Assist consumers who are dealing with the most complex and difficult issues, including homelessness, trauma, physical health issues, etc.**
- **Establish and maintain strong collaborative relationships with existing consumer and family organizations.**
- **Effectively communicate plan information to consumers and consumer operated organizations and with families and family organizations as well as consumer and family rights and responsibilities, in addition to a wide array of other topics including clinical policies, analysis of data and program evaluation.**
- **Identify and outreach to community and leaders of ethnic minority groups to identify and develop programs that are both culturally competent and also use recovery and resiliency.**
- **Work with the Clinical Program Director, Clinical Director and the clinical team to implement care coordination when requested, which may include peer support as well as other community - based services designed to stabilize the consumer's condition using a Recovery Plan.**
- **Be available to provide direct support to family members of consumers being discharged from 24 - hour care, coordinate peer coaching if available and / or to refer them to a support group.**
- **Collaborate with Care Managers, providers, and community agencies and organizations to facilitate access to and transition between services.**
- **Collaborate with Care Managers, providers, and community agencies and organizations to identify consumers and family members of consumers who may benefit from peer support. Participate in treatment planning with consumers and families who request that support.**
- **Work with community agencies along with and / or on behalf of consumers and families.**

- Provide or coordinate the provision of peer support to consumers and family members at critical points in their treatment process.

You'll be rewarded and recognized for your performance in an environment that will challenge you and give you clear direction on what it takes to succeed in your role as well as provide development for other roles you may be interested in.

Qualifications - External

Required Qualifications:

- High School Diploma / GED or higher
- Certified Peer Specialist/Provisional Certified Peer Specialist preferred OR the ability to become certified within 12 months of employment. (<http://nypeerspecialist.org>)
- Knowledge of and experience utilizing the principles of recovery and resiliency (i.e. concept of recovery plans, the 12-step model)
- Use of own vehicle to travel to consumer within a designated area.
- 2+ years of experience with Microsoft Word (create correspondence and work within templates), Microsoft Excel (data entry, sort / filter, and work within tables), and Microsoft Outlook (email and calendar management) and comfortable with changing technology
- If you need to enter a work site for any reason, you will be required to screen for symptoms using the ProtectWell mobile app, Interactive Voice Response (i.e., entering your symptoms via phone system) or a similar UnitedHealth Group-approved symptom screener. When in a UnitedHealth Group building, employees are required to wear a mask in common areas, In addition, employees must comply with any state and local masking orders.

Preferred Qualifications:

- Bachelor's Degree
- Previous experience working with individuals dealing with mental health and substance use diagnoses
- Bilingual in English and Spanish
- Certified Trainer for Mental Health First Aid and QPR Training
- Working knowledge of community resources

UnitedHealth Group is an essential business. The health and safety of our team members is our highest priority, so we are taking a science driven approach to slowly welcome and transition some of our workforce back to the office with many safety protocols in place. We continue to monitor and

assess before we confirm the return of each wave, paying specific attention to geography-specific trends. We have taken steps to ensure the safety of our 325,000 team members and their families, providing them with resources and support as they continue to serve the members, patients and customers who depend on us.

You can learn more about all we are doing to fight COVID-19 and support impacted communities: [click here](#).

UnitedHealth Group is an Equal Employment Opportunity / Affirmative Action employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.

UnitedHealth Group is a drug - free workplace. Candidates are required to pass a drug test before beginning employment.

Job Keywords: peer support, peer, support specialist, hiring immediately, work from home, work at home, WFH, WAH, remote, telecommute, Brooklyn, NY, New York, hiring immediately, #RPO