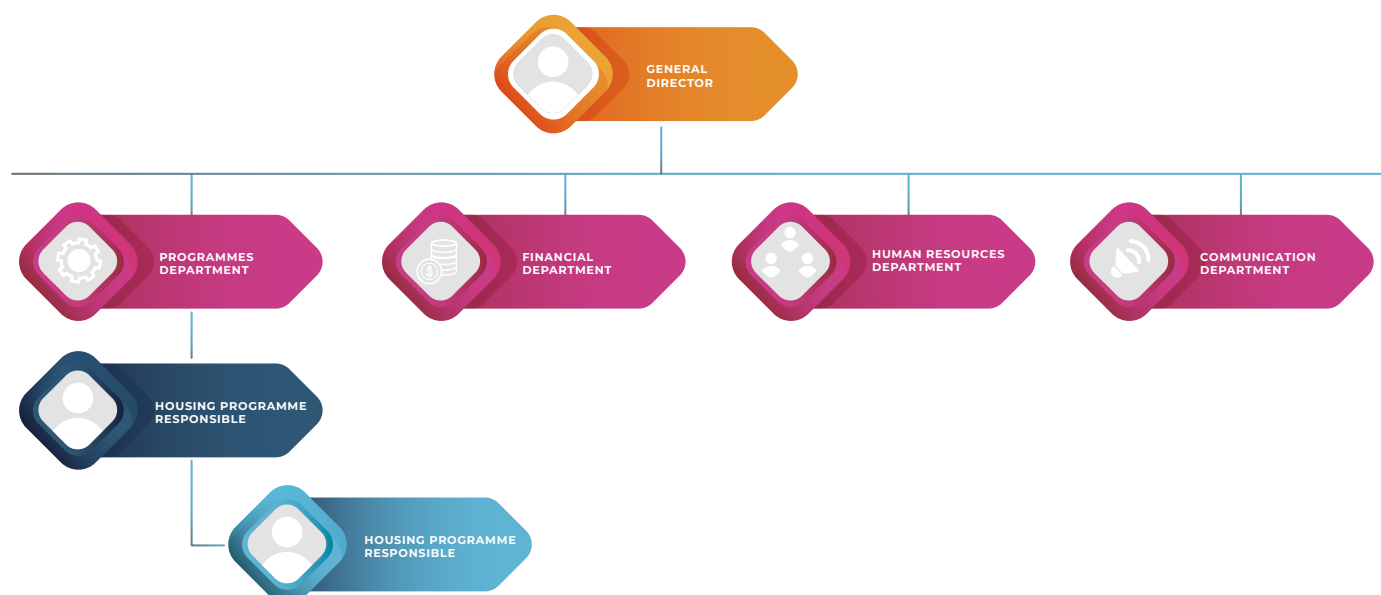


UNIT 2-ANNEX 1

ORGANOGRAM (SAMPLE)



UNIT 2-ANNEX 2

JOB DESCRIPTION (SAMPLE)

Job Title: Peer Supporter

Status: Full-time

Work Site:

Reporting Structure: Reports to (define the hierarchical link)

Purpose of Job: The YA Peer Support Specialist will: (1) serve as an integral part of a multidisciplinary team through using his or her personal lived experience to connect with, validate, inspire, and provide support to transition homeless in reaching their goals and (2) increase community awareness of homelessness challenges and what helps homeless to cope with these challenges.

Duties & Responsibilities:

- Assist homeless in developing self-advocacy and negotiating skills. Serve as a role model to homeless in communication, health and wellness, and conflict resolution.
- Share lived-experience story, as appropriate, to establish credibility and trust with homeless and their families (if feasible).
- Partner with the homeless and the team to identify the homeless' strengths, needs, and goals.
- Support homeless in developing specific, practical steps to reach their goals with the team.
- Support homeless in achieving goals.
- Collaborate on all support activities with the team when a homeless indicates need for and acceptance of Peer Supporter involvement.
- Assist the team in partnering with homeless to support engagement in services, articulate preferences and concerns, and identify people within their support network and new resources that will support their personal goal attainment.
- Facilitate individual and group meetings with homeless that promote sharing, learning, and growth. These meetings are designed to meet the needs of the homeless in a particular context – thus they may be manual led, unstructured topical groups, skill-based groups, or social events.
- Assist team in developing language that accurately reflects the preferences of homeless people who are considering and/or engaged in services.
- Participate in individual and group supervision, multidisciplinary consultation meetings, team meetings, agency required training, and external trainings as applicable to position.
- Trainings may include: Motivational Interviewing, Achieve My Plan! (AMP), Wellness
- Management and Recovery Action Plan (WRAP), and/or Gathering Inspiring Future Talent (GIFT).



- Participate in discussions and learning opportunities that enhance skill set and connect the Peer Supporter to peers in similar roles at different agencies.
- Engage in community outreach and education. Assist team with championing initiatives to increase homeless engagement in services. Share lived-experience as part of team outreach and education efforts.
- Document contacts/ activities per requirements of Performance Specifications for Therapeutic Mentoring.
- Job Specific Qualifications, Experience, Education & Professional Attributes:
- Possesses lived experience in effectively coping with homeless condition and a capacity to share his or her recovery story in a way that engages, inspires, and validates the experiences of other homeless.
- Ability to effectively partner with homeless and team members to support homeless engagement and outcomes; able to work collaboratively with a team.
- Possesses a desire to ensure that homeless are heard; verbally communicates and advocates in a respectful manner.
- Has made sufficient progress with education and employment in order to prepare them to successfully engage homeless and support goal attainment.
- Openness to working with a diverse homeless clientele in a sensitive and competent manner.
- Ability to effectively share information about services, resources, and homeless role and responsibilities to homeless, their self-identified support network, and caregivers.
- Ability to teach and role model communication and self-advocacy skills in a variety of settings (e.g., with informal social network, providers, organizations, courts, etc.).
- Ability and willingness to participate in and contribute to team activities including trainings, supervision, community and state-wide meetings.
- Ability to complete service documentation using agency software in a timely manner and possesses a capacity to communicate effectively and professionally through email and phone.
- Ability to travel with and/or transport persons served and travel to meetings (via public transit)

UNIT 2-ANNEX 3

CODE OF CONDUCT

- 1.** The primary responsibility of Certified Peer Specialists is to help people achieve what they want most in life, their own goals, needs and wants. Certified Peer Specialists will be guided by the principles of self-determination for all.
- 2.** Certified Peer Specialists will maintain high standards of personal conduct. Certified Peer Specialists will also conduct themselves in a manner that fosters their own recovery and integrity.
- 3.** Certified Peer Specialists will openly share their recovery stories, and will likewise be able to identify and describe the supports that promote their recovery.
- 4.** Certified Peer Specialists will, at all times, respect the rights and dignity of the people with whom they work.
- 5.** Certified Peer Specialists will never intimidate, threaten, harass, use undue influence, physical force, or verbal abuse, or make unwarranted promises of benefits to the individuals with whom they work.
- 6.** Certified Peer Specialists recognize that everyone is different and we all have something to learn from one another. Therefore, Certified Peer Specialists will not practice, condone, facilitate or collaborate in any form of discrimination on the basis of ethnicity, race, sex, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical disability, or any other preference or personal characteristic, condition or state.
The peer role provides TAY, particularly those with limited or no post-secondary education and/or employment experiences, with a new opportunity to enter the labor force, obtain a professional job, learn transferable skills, build resumes, and network towards a self-desired career path.
- 7.** Certified Peer Specialists will advocate as a partner with those they support that they may make their own decisions in all matters when dealing with other professionals.
- 8.** Certified Peer Specialists will respect the privacy and confidentiality of those they support.
- 9.** Certified Peer Specialists will advocate for the full integration of individuals into the communities of their choice and will promote the inherent value of these individuals to those communities. Certified Peer Specialists will be directed by the knowledge that all people have the right to live in the least restrictive and least intrusive environment of their choice.
- 10.** Certified Peer Specialists will not enter into dual relationships or commitments that conflict with the interests of those they support.
- 11.** Certified Peer Specialists will never engage in sexual/intimate activities with those to whom they are currently providing support, or have worked with in a professional role in the past year.
- 12.** Certified Peer Specialists will keep current with emerging knowledge relevant to recovery, and openly share this knowledge with the people with whom they work.
- 13.** Certified Peer Specialists will not engage in business, extend or receive loans, or accept gifts of significant value from those they support.



14. Certified Peer Specialists will not offer support to another when under the influence of alcohol or when impaired by any substance, whether or not it is prescribed.

Resource: The UMass Chan Medical School, Effectively Employing Young Adult Peer Providers: A Toolkit). Retrieved from: <https://www.umassmed.edu/TransitionsACR/publication/effectively-employing-young-adult-peer-providers---a-toolkit/>

UNIT 2-ANNEX 4

ORGANIZATIONAL SELF-ASSESSMENT TOOL

Preparatory Activity	Not Necessary	Need to Begin	In Progress	Completed
Leadership Establishes a Clear Vision for Transformation (in the case that the peer support program is supported and introduced by the decision-making body of the agency)				
Focus Group with Staff				
Focus Group with Participants (clients in a recovery process or those that have completed their recovery journey. Could be from othe agency as well)				
Focus Group with Members that participants trust (family or others as identified by the participants)				
Listening Session with Stakeholders (all the organizations or authorities that the agency is collaborating with already)				
Orientation for all staff				
Conduct an Agency Walk-Through				
Model Strengths-Based Language				
Reframe Staff Concerns/Perceptions				
Staff Self-Reflection Exercise				
Agency Self-Assessment (in the case the peer support program is proposed from individuals or departments that are not part of the decision-making within the agency)				
Diversity and Inclusivity Assessment				
Environmental Wellness Tool				
Clear Set of Ethical Values and Standards Created				
Identified needed resources				

Resource: PCCI_Peer Support Toolkit, City of Philadelphia, DBHIDS with ACHARA consultation