

## JOB DESCRIPTION

Job Title:	<b>Peer Support Specialist</b>
Reports to:	Inclusion Services Manager- The is a grant funded position that will continue until funds are depleted. (SAMHSA Grant)
Supervises:	No
Job Code:	
FLSA Status:	<input type="checkbox"/> exempt <input checked="" type="checkbox"/> non-exempt <input checked="" type="checkbox"/> full-time <input type="checkbox"/> part-time <input type="checkbox"/> other
Salary Ranges:	Starts at- \$18 – \$19.50 an hour

**Position Summary:** The Peer Support Specialist supports the Inclusion Services Manager in the provision of peer support and recovery services for families seeking mental health or related services in Orange County. Primary functions include a) assisting families that have been assessed and referred by Inclusionary Services to mental health and related services and participating in the recruitment, training, and leading of a cohort of parents by the Lead Peer Support Specialist to participate in early childhood strategic planning and activities within the Youth Mental Health Commission (YMHC) in coordination with other vendors.

Primary goals are to assure children and families have improved access to receiving intervention services and have the primary voice in decision-making related to services for their children with a secondary goal to assist parents in having a primary voice in policymaking for the larger population of children in Orange County.

### Essential Job Functions:

#### Primary

- Support families during the inclusionary assessment process by using their own lived experience to provide peer support including explaining service options to ensure family voice is incorporated during the process.
- Ongoing establishment of trust, development of rapport and engagement with families
- Works together with families to help them identify key needs, areas of concerns, goals, and objectives to improve children’s access to services.
- Assist families screened/assessed by Inclusion Services to navigate and access mental health and related services and record when child has attended the first appointment to ensure the connection/referral is successful.
- Track and follow-up with family’s progress with intervention services 30 days after initial appointment and 60 days thereafter to ensure family is satisfied with services.
- Enter all service hours, contact notes, and all other pertinent data provided to each family in our Salesforce database system.
- Enter all communications with therapeutic providers into Salesforce.
- Complete all required reports.
- Identify and implement opportunities in which the lived experience and voice of families served can improve program operations and family outcomes.
- Monitor family and youth satisfaction with services.

## **Secondary**

- Participate in the ongoing implementation of a plan with strategies to engage, recruit, train, and lead a cohort of parents to participate in early childhood strategic planning and activities within the Youth Mental Health Commission (YMHC) in coordination with Orange County and Federation of Families staff.
- Co-facilitate a monthly parent peer group and actively encourage families to participate in this group as well as other support groups, family meetings and other engagement activities through personal attendance.
- Participate in Federation of Families, Youth Mental Health Commission and Social Emotional meetings and events to support families and youth.
- Participate in the agency's strategic plan and quality improvement processes.
- Participate in all Evaluation Activities and Continuous Quality Improvement Initiatives as required by the Orange County Early Childhood Initiative Project.
- Assists with family training and designated programs.
- Collaborates with other departments/initiatives (such as Baby Institute) as needed to promote Peer Support practices in the agency.

## Peer Support Specialist

### Professional Development

- Attends and participates in focus meetings with families.
- Stays abreast of all requirements from funded agencies.
- Attends regular staff meetings.
- Receives training in early childhood, cultural and linguistic competency and family voice and choice.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)

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### Qualifications:

- Ability to organize own work, coordinate projects, set priorities, meet deadlines and follow-up on assignments with minimum direction.
- Ability to establish and maintain positive working relationships with other employees.
- Ability to effectively communicate sensitive information.
- Ability to exercise sound judgment within established guidelines.
- Ability to work flexible/hours schedule i.e. occasional Saturdays, or evening hours.
- Ability to solve problems and deal with a variety of variables.
- Proficiency in the use of MS Word and Outlook. Ability to navigate the Internet.
- Required Florida Driver's License with reliable transportation to travel daily to off-site locations.
- Professional appearance and presentation.
- The employee is frequently required to stand; walk, stoop, and kneel. The employee might be required to lift and or move up to 30 pounds.
- Ability to work and communicate effectively with people from various multi-cultural backgrounds and socio-economic levels.

### Education and Experience:

- A minimum of a High-School Diploma or GED.
- Has lived experience as a parent raising or has raised a child with a social emotional disorder,
- Registered with the Florida Certification Board as a Certified Recovery Peer Specialist, OR meets the qualifications to be certified.
- Bilingual – Fluent/bilingual in Spanish or Haitian Creole AND English both verbally and in writing - preferred.
- Demonstrates sensitivity and understanding to the population served and willingness to further their cultural and linguistic competency.

## Peer Support Specialist

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Send Cover Letter and Resume to:

[tbrady@elcoc.org](mailto:tbrady@elcoc.org)

By Fax to: 407-749-0287

By Mail to:

Early Learning Coalition of Orange County  
Attn: Theresa Brady Human Resources Manager  
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Orlando, Fla. 32809