



# Clackamas County

## Employee Position Description

**Position Title: Peer Resource Coordinator**

Reports to: Michele Veenker, Project Director

Location: 10202 SE 32<sup>nd</sup> Ave., Ste. 501, Milwaukie, OR 97222

Start Date:

**Summary:** The Peer Resource Coordinator is a peer-delivered service provider who strives to improve the quality of life of those whose lives are affected by mental health issues through support, education, and advocacy. Peer Resource Coordinators are individuals who have lived experience with mental illness and recovery. They help clients find local resources, including but not limited to applying for programs and services they may qualify for and to obtaining mental and physical health care in an effort to help achieve and maintain each client's recovery as they define it. The Peer Resource Coordinator manages NAMI Clackamas peer programs that enhance recovery such as Peer-to-Peer classes and Connections Support Groups.

**Hours:** 20 hours per week.

### Qualifications:

1. Able to make a strong commitment to the mission, vision, and values of NAMI Clackamas.
2. Lived experience as an individual living with a mental health concern and in recovery.
3. Ability to maintain client confidentiality.
4. 40-hour peer support specialist training completed or required to be taken within 6 months of hire date. Other forms of traditional health worker certification, such as community health worker a plus.
5. Must complete Peer-to-Peer and Connection leader trainings as soon as possible after hiring.
6. Self-motivated. This position requires the employee to work independently on all aspects of the position.
7. Creative, and resourceful.
8. Must be able to work independently and as part of a team.
9. Knowledgeable about navigating complex systems, such as mental health, criminal justice, healthcare, and social services. Lived experience applying or helping others apply for government assistance preferred.
10. Advanced written and oral communication skills.
11. Possess creativity, integrity, initiative, patience, enthusiasm, and professionalism.
12. Knowledge of Windows Operating System, Microsoft Office Suite, especially Word, Excel and PowerPoint and Google Apps.
13. Ability to be flexible in time and temperament to meet training, committee and client needs and obligations.
14. An open mind and flexibility to work collaboratively with people of all backgrounds required.
15. Customer service, social work and nonprofit experience as an employee or volunteer a plus.
16. Must be able to pass a background check.
17. Must have a valid driver's license and insurance.

## **Responsibilities:**

### **One-on-one support:**

1. Provide one-on-one non-judgmental, client-directed peer support to improve recovery and reduce crisis and hospitalizations for persons with mental illness and/or families and close friends.
2. Help peers and their loved ones by researching, locating, and providing information, helping to resolve problems by clarifying issues; researching and exploring answers and alternative solutions; helping peer to implement solutions; escalating unresolved problems. May also help client identify and apply for services they may qualify for, including SNAP, OHP and SSDI. Help obtaining mental and physical care.
3. Assist peers in developing life skills that will help maintain recovery.
4. Assist participants in navigating the systems of care for resources needed through various forms of communication to meet the participant's needs.
5. Interact with a diverse client base while maintaining professionalism and appropriate boundaries.
6. Represent the peer voice and support NAMI at relevant community meetings, presentations, and events in order to promote programs, increase volunteerism and deepen community partnerships.

### **Peer Program Management:**

1. Work with staff to manage peer programming, including logistics, volunteers, and promotion.
2. Serve as the internal and external point person for NAMI Clackamas peer programming.
3. Support existing program volunteers — to include assisting with technology and regularly visiting classes, support groups and presentations — to encourage retention.
4. Present at least one P2P class series a year and fill in for P2P and Connections when necessary.

### **Other**

1. Maintain proper records and submit reports as required.
2. Assist in meeting day-to-day needs of the office on an as-needed basis
3. Other duties as assigned.

To apply, send your resume and cover letter to: [employment@namicc.org](mailto:employment@namicc.org)