

# Wisconsin Community Services, Inc.

## Position Description

**Program:** Hub and Spoke Health Home

**Position:** Peer Specialist

**Reports to:** Team Supervisor

**Status:** Exempt

**Position Summary:** The Hub and Spoke Health Home is an innovative model serving people with significant substance use and co-occurring mental health needs. The Peer Specialist works in collaboration with the Care Coordinator and is responsible for engaging people referred to the program in recovery focused services. The Peer Specialist is a critical component of service delivery focused on engaging individuals in a supportive relationship that offers hope, empathy, and a non-judgmental approach. Peer Specialists will encourage the individuals to participate in self-help groups and develop a network of healthy relationships with family members or others who are identified by the individual.

### **Essential Functions:**

1. Committed and skilled at engaging people through a strength based, trauma informed, person centered, and culturally intelligent approach. This position has a strong focus on engaging people through the Peer Specialist's lived recovery experiences.
2. Committed and passionate about serving people with substance use and co-occurring needs.
3. Closely collaborate with the Care Coordinator and the WCS Hub Team to serve people referred to the program.
4. Closely collaborate with the Care Coordinator to support the development of the individualized Comprehensive Care Plan in the person's own words. Comprehensive Care Plan is focused on the person's strengths, goals, and strategies to meet the identified needs.
5. Encourage the people being served to become the expert of their own lived experiences, develop voice and choice around service participation, and become empowered in their recovery.
6. Support people in navigating systems of care and encourage people to communicate with other services providers to ensure self-determination and dignity in care.
7. Weekly goal focused face to face contact with each person being served by the Peer Specialist.
8. Facilitate psychosocial or other self-help, recovery-based groups to engage person in recognizing and understanding early triggers or signs of usage and assist in the development of prevention strategies.
9. Work closely with the person to advocate for their needs.
10. Provide transportation to services and resources in the community.
11. Follow all WCS Hub policies and procedures.
12. Embrace a comprehensive team approach to meet the individualized needs of people with complex substance use and life needs.
13. Network with community providers and Spokes to develop collaborative relationships to meet the needs of the people being served by the program.
14. Document all interactions, collateral contacts, and activities specific to the individual's care and treatment in the electronic medical record within 24 hours of the contact.
15. Complete all WCS Hub and Spoke Health Home training and WCS specific training.
16. Uphold and promote a positive, strength based, and supportive culture.
17. Maintain confidentiality within all written and verbal communications.
18. Adhere to WCS Policies and Procedures.
19. Other duties as assigned.

**Other Duties and Responsibilities:** Other job-related duties as may be necessary to carry out the responsibilities of the position.

**Work Relationship and Scope:** Reports directly to the Team Supervisor and works closely with the WCS Hub and Spoke Health Home team. Direct interaction with the people being served by the program, staff, project partners, substance use treatment providers, and Milwaukee County.

**Personal Attributes:** Follow agency Code of Conduct and adhere to established policies and procedures of the agency and of all funding sources including Wisconsin DHS. Conduct self in an ethical manner. Maintain professional and respectful relationships with all WCS staff, adults, and families and all external funding sources and community partners involved with service provision. Show sensitivity toward cultural, ethnic, and disability needs. Embrace the role and utilization of peer specialists and people with lived experience.

**Knowledge, Skills, and Abilities:** Experience serving people with substance use and/or co-occurring needs. Knowledge of the Milwaukee County substance use system, Medication Assisted Treatment, and evidence-based practices. Must possess verbal and written communication skills, along with computer skills that include Microsoft Word, Excel, and database applications. Must have strong communication skills, be flexible, patient, and compassionate and maintain confidential information. Must have the ability to work independently with a minimal amount of supervision but must be a strong team player as well. Ability to multi-task, take initiative and apply knowledge to variety of circumstances.

**Working Conditions:** Work is performed in an office and community environment. Work is performed in the community including going into homes, court, and other locations to serve adults enrolled in the WCS Hub and Spoke Health Home. Travel is required. Must be comfortable being around and/or interacting with adults who have significant substance use needs. Flexible work schedule is required to meet the needs of staff and the people being served. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Physical Demands:** May require sitting at a desk and/or computer for two or more hours at a time. Requires computer work. Travel in the community is a requirement.

**Minimum Qualifications:**

- High school or GED/HSED required.
- Graduate of state Certified Peer Specialist training; possess current Certified Peer Specialist certification (If such certification has not occurred by hire, state certification must occur within the first year of employment).
- Knowledge and experience serving people with substance use need.
- Working knowledge of computer applications preferred (Windows and Microsoft Word).
- Ability to display cultural competence by responding respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, religions, and other diversity factors in a manner that recognizes, affirms and values the worth of clients.
- Valid driver's license, automobile, and insurance sufficient to meet agency requirements.
- Meet all the employee requirements including references, criminal background check, drug screen, and driver's license check.

**Acknowledgement:** This job description describes the general nature and level of work performed by the employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by the supervisor. All requirements are subject to change over time.

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Employee

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Date

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HR Department

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Date