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**Job Title:** Peer Support Specialist  
**Program/Dept.:** Cultural-Based Access Navigation Support (CBANS) Program  
**Classification:** Temporary, Full-Time/Non-Exempt  
**Salary:** \$16.48/Hourly  
**Reports to:** CBANS Program Director  
**Location:** 4879 E. Kings Canyon Road, Fresno, CA 93727  
**Date:** December 21, 2022

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## **1. AGENCY**

The Fresno Center (TFC) is a non-profit organization that was established in the past 29+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioural services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Welfare-to-Work Employment Mental Health Services, Holistic Cultural and Educational Wellness Center, and Neighborhood Resource Center, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Encourage, and Cultivate. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

## **2. THE PROGRAM:**

**The Cultural-Based Access Navigation Support (CBANS)** program provides timely access to services to culturally unserved/underserved individuals in accordance to Prevention/Early Intervention regulations. Program strategies may include evidence-based training for mental illness symptom recognition, recognition of mental health crises, stigma reduction, information regarding mental health services, and subsequent improvement of individual’s knowledge of mental health and availability of services designed to meet their psychological and emotional needs. These services will be provided in addition to, and not instead of, referrals to behavioral health services. CBANS’ staff shall provide peer/family and educational services to the community in order to provide a personal contact or liaison to mental health resources and programs within the community so that individuals can have support from knowledgeable persons assisting them in navigating and accessing the behavioral health system in a timely manner.

The position is contingent upon continued funding. The Fresno Center will not be responsible in any manner for termination’s which are due to defunding of Federal or State Contracts/Grants. The Fresno Center is at-will and may be terminated by you or the company at any time regardless of the end date of the Federal or State Contracts/Grants.

## **3. SUMMARY/OBJECTIVE:**

The Peer Support Specialist (PPS) is an essential part of the CBANS program. PPSs will be reflective of the culturally unserved/underserved communities the program serves. The PPS is a person with “lived experience” who walks alongside clients to help provide timely access to services including the array of prevention and early intervention activities in the community. PPSs work to actively mitigate barriers to care and are effective disseminators of information, acting as a bridge between behavioral health providers and the unserved/underserved communities by facilitating linkage to services. Peer Support Specialists assist in reducing health disparities through culturally appropriate community engagement, referral, and navigation for those identified culturally unserved/underserved groups to behavioral health services in the Fresno County Behavioral Health system of care. PPSs are responsible for increasing timely access to care through advocacy, outreach, engagement, education, and knowledge about mental health services. Additionally, PPSs help support, monitor, inform, empower, and assist individuals and their families utilizing a strength-based model, facilitating peer-to-peer assistance as a part of a team setting.

## **4. ESSENTIAL FUNCTIONS:**

- 4.1. Provides peer support services to CBANS individuals and/or family members.
- 4.2. Assists in the development, implementation, and coordination of activities, programs, and resources which directly support CBANS individuals and/or family members.
- 4.3. Assists individuals to develop self-advocacy, communication, and empowerment skills.
- 4.4. Conducts culturally appropriate outreach to individuals or family members and the community, and acts as a liaison between individuals, family members and services providers.



4.5. Actively mitigates barriers to care and provides navigation and linkage to services.

**5. MINIMUM QUALIFICATIONS:**

- 5.1 Bilingual/Bicultural reflective of one of the target groups
- 5.2 Must a valid California Driver's License
- 5.3 Must pass background check and Drug Test
- 5.4 Lived Experience

**6. COMPETENCY:**

- 6.1. Array of services available for Individuals with behavioral health needs.
- 6.2. Respectful and inclusive communication
- 6.3. The needs and difficulties faced by ethnically diverse consumers or family members/caregivers of Individuals with mental illness
- 6.4. Barriers to wellness and recovery and obstacles with access to behavioral health services
- 6.5. Being competent in computer skills, such as Windows, excel, etc.
- 6.6. Understand and follow oral and written instructions.
- 6.7. Work harmoniously with CBANS Individuals and co-workers.
- 6.8. Write basic reports and maintain records/case files.
- 6.9. Attends mandatory trainings, supervision, and scheduled meetings.
- 6.10. Understanding of and ability to provide culturally appropriate and sensitive services.
- 6.11. Maintains confidentiality for all information.

**7. SUPERVISORY RESPONSIBILITIES:**

This position has no direct reports or level of supervisory.

**8. PERSONAL QUALITIES:**

- 8.1. Accountable
- 8.2. Diligent and organized
- 8.3. Ethical and loyal
- 8.4. Punctual
- 8.5. Flexible
- 8.6. Problem-solver
- 8.7. Creative
- 8.8. Honest

**9. WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**10. TYPICAL WORKING CONDITIONS:**

The office setting is a normal environment. Occasionally work during early morning, evening, or weekend. May be subject to temperature variances in the office. The noise level in the work environment is usually moderate but may come excessively loud with the increased patient flow during a busy day.

**11. TYPICAL PHYSICAL DEMANDS:**

Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

**12. POSITION TYPE AND EXPECTED HOURS OF WORK:**

This is full-time position with typical work hours from 8 am to 5 pm, Monday to Friday with weekends and overtime as needed.

**13. TRAVEL:**

This position may require some travel time as needed.



**14. REQUIRED EDUCATION AND EXPERIENCE:**

- 14.1. Must have high school diploma or GED and some experience in related field.
- 14.2. Bilingual/Bicultural reflective of one of the target groups.
- 14.3. Lived experience

**15. ADDITIONAL ELIGIBILITY QUALIFICATIONS:**

None.

**16. BENEFITS:**

- 16.1. Medical, vision, and dental coverage.
- 16.2. Life insurance coverage at annual salary.
- 16.3. Sick leave, per personnel policy (7 days per year).
- 16.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- 16.5. Vacation, per personnel policy (12 days per year).
- 16.6. Holidays per personnel policy (currently 12 paid holidays per year)

**CLOSING DATE: TBD - Position is contingent upon continued funding.**

To apply, please submit a cover letter, attention to Kellie Charfauros, resume, cover letter, and three references, with in the subject line Peer Support Specialist and email them to [kellie.charfauros@fresnocenter.org](mailto:kellie.charfauros@fresnocenter.org). The Fresno Center values diversity and is an affirmative action employer. All interested individuals, including women, people of color, people over forty, and persons with disabilities are encouraged to apply.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classifications.