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**Job Title:** Peer Specialist/Outreach and Recruitment Specialist  
**Program/Dept.:** Living Well Center (LWC)  
**Classification:** Temporary, Full-Time/Non-Exempt  
**Reports to:** Rehabilitation Supervisor  
**Location:** 4879 E. Kings Canyon Road, Fresno, CA 93727  
**Date:** November 7, 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 behavioral 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 Fresno Center’s Living Well Center (LWC) is designated as an organizational provider within the Fresno County Mental Health Plan. LWC is contracted to serve Southeast Asian Medi-Cal consumers ages 0 to 65+ years of age with mental health illnesses. LWC outpatient mental health services are provided mainly in traditional SEA languages (Hmong, Lao, and Khmer).

LWC is currently contracted with Fresno County to provide culturally competent, linguistically accessible outpatient mental health services and intense case management services. LWC is also a Full-Service Partnership program. Furthermore, LWC is a training site with the goal of helping to diversify the mental health workforce by increasing the numbers of bilingual and bicultural Southeast Asian clinicians in the County.

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:**

Reporting to the Project Director and Rehabilitation Services Supervisor, the Peer Support Specialist/Outreach and Recruitment Specialist is responsible for monitoring, informing, supporting, assisting, and empowering consumers and their family/caregivers who directly or indirectly receive behavioral health services; facilitating peer-to-peer assistance as a part of a team setting; conducting outreach and recruitment to consumers, families/caregivers and the community; and acting in a liaison role between consumers, families/caregivers and community service providers.

**4. ESSENTIAL FUNCTIONS:**

- 4.1. Provides peer support and self-help services to Southeast Asian behavioral health consumers or family members/caregivers of consumers as appropriate.
- 4.2. Assists in the development and coordination of activities, programs, and resources which directly support consumers or family members/caregivers of consumers in achieving wellness and recovery goals.
- 4.3. Assists consumers to develop self-advocacy, communication and empowerment skills.
- 4.4. Conducts outreach to and recruit consumers or family members/caregivers and the community, and acts as a liaison between consumers, family members/caregivers and community services providers.
- 4.5. Under immediate supervision, participates in resolving complaints as required.
- 4.6. Facilitates, or assists in facilitating self-help groups for consumers or family members/caregivers of consumers.
- 4.7. Trains clients in independent living skills such as public transportation, housing applications, interviews, shopping, employment etc.
- 4.8. Under direction of clinical staff, monitors, informs, supports, assists, and empower consumers or family members/caregivers who directly or indirectly receive behavioral health services.



- 4.9. Prepares and supports consumers and family members/caregivers at staffing meetings and at a variety of other consumer centered activities (e.g., interviews, application process for housing, etc.).
- 4.10. Provides transportation to support clients, on a need basis.
- 4.11. Provided translation and interpretation to support clients on a need basis.

**5. MINIMUM QUALIFICATIONS:**

- 5.1. Experiences in working with the Southeast Asian community
- 5.2. Being competent in computer skills - such as Microsoft Office
- 5.3. Must have transportation and a valid California Driver's License
- 5.4. Must have clean DMV record.
- 5.5. Must be able to pass background check, drug test, and Live Scan.

**6. COMPETENCY:**

- 6.1. Knowledge of:
  - 6.1.1. Public and private agency services available for Southeast Asian families, adults with behavioral health needs, such as schools, social services and other systems.
  - 6.1.2. Methods of effectively communicating with Southeast Asian consumers, family/caregivers, and the behavioral health treatment team.
  - 6.1.3. The needs and difficulties faced by ethnically diverse consumers or family members/caregivers of consumers of mental health services.
  - 6.1.4. Barriers to wellness and recovery and obstacles with access to services for those utilizing behavioral health services.
  - 6.1.5. Fresno County AVATAR billing system preferred

**6.2. Skills/Abilities to:**

- 6.2.1. Understand and follow oral and written instructions.
- 6.2.2. Work harmoniously with Southeast Asian clients and co-workers.
- 6.2.3. Establish and maintain strong working relationships with a wide range of community agencies and organizations.
- 6.2.4. Communicate effectively both verbally and in writing.
- 6.2.5. Preferred bilingual in any other Southeast Asian languages,
- 6.2.6. Interview and assist clients with diverse socio-economic backgrounds.
- 6.2.7. Write basic reports and maintain records.
- 6.2.8. Effectively represent and advocate for the consumer within the community and mental health system.
- 6.2.9. Effectively communicate the workings of the mental health system to Southeast Asian consumers or family members/caregivers of consumers.
- 6.2.10. Attends mandatory clinical in-services/trainings, supervision, and regularly scheduled department/agency meetings.
- 6.2.11. Understanding of and ability to provide culturally appropriate and sensitive services.
- 6.2.12. Serves on committees, task forces and special assignments as directed
- 6.2.13. Maintain confidentiality of all information.

**7. SUPERVISORY RESPONSIBILITIES:**

This position has no direct reports and 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
- 8.9. Independent
- 8.10. Culturally competent



**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 a full-time position with typical work hours from 8 am to 5 pm, Monday to Friday, and weekends (Saturday) and overtime as needed.

**13. TRAVEL:**

This position may require some travel time. A company vehicle may be used to transport client to and from LWC, client's placement, hospital, or field activities.

**14. REQUIRED EDUCATION AND EXPERIENCE:**

- 14.1. Must have high school diploma or GED.
- 14.2. At least 3 years minimum of work experiences in medical billing and medical/insurance eligibilities.

**15. PREFERRED EDUCATION AND EXPERIENCE:**

- 15.1. Experiences in related health and social fields is preferred
- 15.2. Certification in any health or office supportive work preferred
- 15.3. Client intake experience is preferred.
- 15.4. Medical billing and/or office experience preferred

**16. ADDITIONAL ELIGIBILITY QUALIFICATIONS:**

None

**17. BENEFITS:**

- 17.1. Medical, vision, and dental coverage.
- 17.2. Life insurance coverage at annual salary.
- 17.3. Sick leave, per personnel policy (7 days per year).
- 17.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- 17.5. Vacation, per personnel policy (12 days per year).
- 17.6. Holidays per personnel policy (currently 12 paid holidays per year)

**CLOSING DATE: December 9, 2022 @ 5:00 pm**

To apply please submit a cover letter, attention to Kellie Charfauros, resume, and three references, with in the subject line Peer Specialist/Outreach and Recruitment Specialist and email 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.