



# The Fresno Center

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Job Title: Peer/Outreach Specialist  
FTE: Temporary, Full-Time/Non-Exempt  
Reports to: Program Director and Rehabilitation Services Supervisor  
Location: 4855 E Kings Canyon Road, Fresno, CA 93727

## **1. AGENCY:**

The Fresno Center (TFC) is a non-profit organization 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 PROGRAMS:**

### ***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 through June 30, 2022, 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.

## **3. POSITION SUMMARY:**

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 DUTIES AND RESPONSIBILITIES:**

- Provides peer support and self-help services to Southeast Asian behavioral health consumers or family members/caregivers of consumers as appropriate.
- 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.
- Assists consumers to develop self-advocacy, communication, and empowerment skills.
- 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.

- Under immediate supervision, participates in resolving complaints as required.
- Facilitates, or assists in facilitating self-help groups for consumers or family members/caregivers of consumers.
- Trains clients in independent living skills such as public transportation, housing applications, interviews, shopping, employment etc.
- Under direction of clinical staff, monitors, informs, supports, assists, and empowers consumers or family members/caregivers who directly or indirectly receive behavioral health services.
- 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.).
- Provides transportation to support clients, on a need basis.
- Provided translation and interpretation to support clients on a need basis.

#### **KNOWLEDGE OF:**

- Public and private agency services available for Southeast Asian families, adults with behavioral health needs, such as schools, social services and other systems;
- Methods of effectively communicating with Southeast Asian consumers, family/caregivers, and the behavioral health treatment team;
- The needs and difficulties faced by ethnically diverse consumers or family members/caregivers of consumers of mental health services;
- Barriers to wellness and recovery and obstacles with access to services for those utilizing behavioral health services.

#### **SKILLS AND ABILITIES TO:**

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

#### **5. MINIMUM QUALIFICATIONS:**

- ✓ Must have high school diploma or GED and some experiences in related health and social fields is preferred.
- ✓ Experiences in working with and outreaching to the Southeast Asian community
- ✓ Being competent in computer skills, such as Windows, excel, word processing, power point presentation, and other software programs is desired
- ✓ Must be bilingual in any of the Southeast Asian language(s)
- ✓ Medical billing experience preferred
- ✓ A valid driver's license is required upon employment.

#### **ESSENTIAL JOB REQUIREMENTS FOR BILINGUAL SKILL**

- ✓ Communicate effectively in written and spoken Hmong and/or other Southeast Asian languages.
- ✓ Required ability to communicate effectively with monolingual Hmong and/or other Southeast Asian speaking clients and families for all clinical purposes, including therapy and assessments.
- ✓ Assist with phone calls for Hmong and/or other Southeast Asian clients.

- ✓ Required ability to provide translations and interpretation on a periodic basis.
- ✓ Other translation tasks as required.

**OTHER SKILLS REQUIRED:**

Ability to operate computer, printer, copy and fax machines, calculator, and other office equipment.

**6. PERSONAL QUALITIES:**

- Commitment to the mission and values of the agency,
- Committed to community building and development,
- Ability to inspire, empower, and cultivate self and others,
- Ability to adapt to various environments.

**7. BENEFITS:**

- Medical, vision, and dental coverage.
- Life insurance coverage at annual salary.
- Sick leave, per personnel policy (7 days per year).
- 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- Vacation, per personnel policy (12 days per year).
- Holidays per personnel policy (currently 13 paid holidays per year)

**CLOSING DATE: November 3, 2021 @ 5:00 PM- *Position is contingent upon continued funding.***

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