

LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.
JOB DESCRIPTION

DATE ESTABLISHED: 09/22/04
DATE AMENDED: 08/17/2018

TITLE OF POSITION: Mobile Response Team Peer Navigator/Recovery Coach

POSITION NUMBER: 20-24

PROGRAM: Crisis Services

COMPONENT: Mobile Response Team

MINIMUM TRAINING, CREDENTIALS AND EXPERIENCE REQUIRED: High School Diploma or equivalent and certification within six months of hire. Must be or have been a recipient of mental health services for a severe and persistent mental illness. Good oral and written communication skills required. Must have skills and competence to establish supportive trusting relationships with persons with severe and persistent mental illnesses and respect for individuals' rights and personal preferences in treatment is essential. Must have a valid Florida driver's license and meet all Center requirements for vehicle operations and transportation of clients in Center and non-Center vehicles.

Completion of Cardiopulmonary Resuscitation and Basic First Aid training (within six months of hiring). Completion of four hours of HIV/AIDS education (within 30 days of hiring) and two hours of HIV/AIDS information (biannually). Successful completion of CPI (Crisis Prevention Institute) training (within six months of hiring).

Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

SUPERVISOR: Mobile Response Team Leader

POSITIONS SUPERVISED: None

WAGE AND HOUR STATUS: Non-Exempt

DESCRIPTION OF DUTIES AND RESPONSIBILITIES: *

ESSENTIAL FUNCTIONS: (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

1. Provides outreach, basic support, support counseling, psychoeducation and referrals.
2. Provides ongoing coordination following the crisis assessment and stabilization.
3. Assists with navigation to resources to meet a wide range of physical, structural, or economic needs and a warm hand off to services.

*Expectations regarding quality and quantity of work are further delineated in the criteria-based performance appraisal.

4. Provide peer counseling and support, drawing on common experiences as a peer, to validate individuals' experiences and to provide guidance and encouragement to persons served to take responsibility and actively participate in their own recovery.
5. Serve as a mentor to persons served to promote hope and empowerment. Works with both adults and children.
6. Act as an interpreter to help non-mental health consumer team members better understand and empathize with each client's unique and subjective experience and perceptions.
7. Provide expertise and consultation from a mental health consumer perspective to the entire team concerning individuals' experiences with symptoms of mental illness, the effects and side-effects of medications, individuals' responses to and opinions of treatment, and individuals' experiences of recovery.
8. Collaborate with the team to promote a team culture in which each person's point of view, experiences, and preferences are recognized, understood, and respected, and in which client self-determination and decision-making in treatment planning are maximized and supported.
9. Help clients identify, understand, and combat stigma and discrimination associated with mental illness and develop strategies to reduce self-stigma.
10. Help other team members identify and understand culture-wide stigma and discrimination against people with mental illness and develop strategies to eliminate stigma within the team.
11. Collaborate with the team to ensure the protection of clients' rights in order to help the persons served to improve their knowledge of client rights and grievances or complaint procedures.
12. In relating to clients, maintain clarity on the difference between helping and friendship behaviors. Exercise good judgment with seeking supervision as needed.
13. Collaborate with the team to help persons served learn about pertinent grievance procedures and support individuals with filing, mediating, and resolving complaints.
14. Increase awareness of and support client participation in consumer self-help programs and consumer advocacy organizations that promote recovery.
15. Assist in the provision of ongoing assessment of clients' mental illness symptoms and clients' responses to treatment. Suggest appropriate changes in treatment plans to ensure that immediate and appropriate interventions are provided in response to changes in clients' mental status or behavior, which place individuals at risk (e.g., suicidality).

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16. Assist in the provision of direct clinical services to clients in the office and in community settings to teach symptom-management techniques and promote personal growth and development by assisting persons served to cope with internal and external stresses.
17. Perform mentoring, problem solving, encouragement and support on and off the job site.
18. Provide ongoing assessment, problem solving, side-by-side services, skill teaching, support (prompts, assignments, encouragement), and environmental adaptations to assist persons served with activities of daily living.
19. Assist persons served to find and maintain a safe and affordable place to live. This may include apartment hunting, finding a roommate, landlord negotiations, cleaning, furnishing and decorating, and procuring necessities (telephone, furniture, utility hook-up).
20. Help persons served to access reliable transportation (e.g., obtain a driver's license and a car and car insurance, arrange for cabs, use public transportation, find rides).
21. Provide side-by-side support, coaching and encouragement to help individuals socialize (going with a client to community activities, including activities offered by consumer-run peer support organizations).
22. Provide practical help and supports, mentoring, advocacy, coordination, side-by-side individualized support, problem solving, direct assistance and supervision to help clients obtain the necessities of daily living including medical and dental health care; legal and advocacy services; financial support such as entitlements (SSI, SSDI, veterans' benefits); housing subsidies (HUD Section 8); money-management services (e.g., payee services); and transportation.

OTHER ESSENTIAL FUNCTIONS:

1. Travel required between multiple service sites, to the homes or residences of persons served, and within the community.
2. Perform away-from-center intervention activities.
3. When no other alternatives are available, transport individuals in personal or Center vehicles.

Physical & Other Requirements:

Activity	Expectation		
Standing	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
<input checked="" type="checkbox"/> Sitting	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
<input checked="" type="checkbox"/> Driving vehicles	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent
Lifting and/or Carrying	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Bending and/or Stooping	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Climbing Stairs and/or Ladders	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Walking or Moving (between offices, other facilities, etc.)	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent
Other (lift above waist/reaching etc., please explain)	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent

Speaking:

☒ Yes☐ No

Hearing:

☒ Yes☐ No

Reading Comprehension:

☒ Yes☐ NoRepetitive motion with hands, wrists, arms
(e.g keyboard, typing, handwriting, etc.)☒ Yes☐ NoAbility to lift and carry up to **15** pounds.Ability to handle stressful situations: ☐ Minimal ☐ Moderate ☒ Frequent

	Infrequent	Occasional	Frequent	N/A*
Travel Same Day	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Travel Overnight	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overtime (Non-Exempt only)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Holidays/Weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Shift Work (PMs/Midnights)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

* Not Anticipated

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. ADA Accommodations will be reviewed for persons with disabilities. We reserve the right to assess undue hardship that results from the provided accommodation and may need to rescind such reasonable accommodation if undue hardship results.

Copy received by:

Employee

Date: _____

Supervisor

Date: _____

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