



Job Description

TITLE: Peer Mentor-BHIZ	JOB CODE: 3861
Grant-Funded	
DEPARTMENT: Behavioral Health Services	FLSA: Non-Exempt
PREPARED: August 2020	FLSA CLASS: Professional
UPDATED: April 12, 2022	WORK LOCATION: Farmington, NM
	REMOTE WORK ELIGIBLE: YES

Summary: Under general supervision of the Behavioral Health Services Director, advises and guides individuals seeking assistance in accessing behavioral health or other similar service. The mentor is responsible for customer and client assistance at the Human Services Resource Center. They will assist in promoting solutions to address behavioral health disparities and gaps within the County and to assist other staff in program development and implementation of the mission of the Human Services Resource Center.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Assist and collaborate with staff of Human Services Resource Center to create a welcoming and supportive atmosphere.
- Assist family members and potential clients in understanding agencies resources, requirements and choices.
- Assist potential clients in their enrollment to chosen behavioral health programs.
- Assist potential clients in connecting with chosen behavioral health providers, programs and other essential services.
- Collaborate with community providers and agencies to increase client successful enrollment as chosen by the client.
- Continually collect agency information and keep Resource Directly updated.
- Work as part of a team with Behavioral Health Services Director, Data Specialist, Behavioral Health Officer, program intake persons, MCO's, counselors, and case managers to assist in a warm hand-off to community providers to ensure clients participation.
- Encourage clients seeking support in treatment or recovery to make appropriate decisions for their well-being.
- Assist with entering data and compiling reports.

Required Knowledge, Skills and Abilities:

- Ability to recognize signs of recovery and relapse.
- Ability to meet and greet clients and assist with their needs
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Ability to collaborate and respect integrity of culture.
- Ability to include best practice and modalities in peer support services including respecting privacy, crisis intervention, substance abuse issues, Mental Health First Aid, Motivational Interviewing and others as needed and trained for.

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Peer Mentor – *Grant funded*

- Knowledge of judicial system.
- Knowledge of issues surrounding substance abuse and/or mental health issues.

Education and Experience:

- Must be at least 18 years old.
- High School Diploma or GED required.
- At least one year of demonstrated active recovery from substance abuse and/or mental illness preferred.
- Education or experience in field of substance abuse and/or mental health issues preferred.
- Valid driver’s license and ability to be covered by County Vehicle Insurance policy.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office and out in the community as required.
- May be subject to extended periods of intense concentration in the review of documents and reports.
- On-call and flexible hours requirements.
- Potential risk from mentally challenged or substance abuse issues.
- Potential risk from offender/criminal actions.
- May require physical demands to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; lift up to 10 pounds; and talk or hear.
- Vision requirement: peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point).
- Noise level is typical of a business office with computers and printers, light traffic.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County’s electronic ERP system as necessary and appropriate based on the needs and requirements of this position.
- Some work duties may be performed “remotely” outside of County facilities. For remote access you must complete and maintain a current remote work agreement.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment as well as any and all applications specific to therapeutic/treatment/basic health or living needs.

Approvals:

Employee:	_____	Date:	_____
Supervisor	_____	Date:	_____
Department Head:	_____	Date:	_____