

Job Description

Position Title: Advocate

Location: Bellevue

Reports to: Center Coordinator

Full-time: _____

Exempt: _____

Part-time: _____

Non-exempt: _____

Education/Experience Required:

The ideal applicant needs to be a prior or current recipient of mental health services. In addition to lived mental health experience, (1) year experience working in the human services field, high school education or GED, and excellent communication skills required **or** any equivalent combination of training and experience as approved by the executive director. Individual characteristics desired for this position include a sound belief in mental health recovery and peer support, patience, a hopeful outlook, skill with verbal de-escalation, teamwork, and flexibility.

Position Summary: The advocate creates a welcoming, supportive, and hopeful atmosphere through encouraging communication and personal example. The advocate provides individualized peer support to individuals who have challenges connecting to their communities, developing healthy relationships, and finding appropriate resources. The advocate assists individuals with; accessing resources to address basic needs through information and referrals, developing effective coping/wellness strategies and learning to be assertive. Engaging people in one-on-one recovery planning using various wellness tools and practices, the advocate assists individuals to actively engage in their personal recovery. Organizing and coordinating group wellness/recovery activities is a key responsibility. The advocate may also provide community outreach and education services as directed by the center coordinator. Supporting the functional operation of the center is also an expectation.

Licensure/Certification Required: Valid Pennsylvania Driver's License. Certified Peer Specialist preferred.

Work Schedule: 37.5 hours weekly between Monday through Friday 9:00 a.m. to 5:00 p.m.

Responsibilities and Duties:

1. Welcomes all new members and expresses through positive, supportive words and actions a pervasive hopefulness that recovery is possible.
2. Actively, respectfully engages all members spending at least (60%) of time on the main floor. Time on the main floor is used to develop relationships with all members and create trust to encourage collaborative work on personal recovery.
3. Observes member interactions and actively works to help them avoid/resolve conflicts applying crisis intervention as needed. Seeks member feedback and responds to any issues communicating them to the center coordinator.

4. Engages members individually to collaboratively engage them in their personal recovery and specific support needs. Through sharing personal recovery experience and using wellness tools and approaches members will be supported to develop their own effective wellness and coping strategies.
5. Assists members to address specific rights and resource related needs by educating them on supports/resources available, making referrals encouraging self-advocacy and speaking up on their behalf as needed. Communicates with support teams and attends external support meetings as needed.
6. Documents timely all member interactions detailing the specific type of support provided; advocacy, information/referral, and engagement to address identified needs (benefits, housing, utilities, food, etc.). Documents groups and activities held as well as incidents and submits them appropriately for review.
7. Develops and maintains knowledge of resources that can be offered to meet specific needs with food, housing, benefits, and support services. Works to establish relationships with various community resources to increase access.
8. Promotes participation, coordinates, and conducts the various wellness/recovery groups and activities. Solicits information from members about specific needs and works collaboratively with the center coordinator to provide support in those areas.
9. Maintains all membership files and keeps members' information in the visitor tracking system current. Protects private information and maintains member and staff confidentiality. Upholds member rules and adheres to agency policies and all applicable state and federal laws and regulations, HIPAA, compliance.
10. Attends CSP meetings also providing transportation to members interested in attending. Produces the CSP newsletter with support and guidance from the assistant center coordinator.
11. Attends and participates in staff/member meetings and training as directed. Supports the functional operations of the center with respect to; main desk reception duties, cleaning, kitchen/dining support, adjusting schedule and being a team player.
12. Drives organization vehicles to transport members to access community resources and support the center's operations.

Position Requirements:

- Self-identified, personal knowledge of mental illness.
- General awareness of mental health system and ability to work with individuals possessing a long history of mental health challenges.
- General knowledge of community resources and available services.
- Acceptance of individuals including but not limited to their race, culture, disability status and gender/sexual orientation.
- Excellent communication skills, ability to problem solve and deescalate crisis situations.
- Ability to use Microsoft Office Suite (Excel, Publisher and Power Point experience preferred).

Act 34 and FBI Criminal Clearance reports