

POSITION TITLE:	Bilingual Peer Triage Worker (Marin County)
JOB STATUS	Full-time (40 hours), nonexempt; permanent
PAY RANGE:	\$41,000 - \$44,000 annually, depending on experience
BENEFITS:	<ul style="list-style-type: none"> • Kaiser HMO or Blue Shield PPO medical; Principal dental, vision, life & long-term disability insurance; plus an Employee Assistance Program • Vacation, sick, and personal time accruals, and 11+ paid holidays annually • FSA, Commuter Check, and 403(b) options available
HOURS:	<ul style="list-style-type: none"> • 10am – 6pm, Monday – Friday • Some schedule flexibility may be required for urgent situations
REPORTS TO:	Erik Henriques, Supervising Peer Specialist

About the Mental Health Association of San Francisco (MHASF)

MHASF is a mental health peer-run nonprofit located in downtown San Francisco and serving people and agencies across the Bay Area since 1947. As mental health consumers ourselves, we center the lived expertise of people with mental health challenges in our advocacy, education, and support programs, and believe that dignity and recovery in mental health are something everyone can experience. Our staff is dedicated to creating spaces for learning and healing around stigmatized and under-resourced areas in mental health—hoarding and cluttering behavior; post-hospitalization peer support; mental health and nutrition; and more. We strive to live out our mission every day.

MHASF works hard to create an office culture of camaraderie, community care, and supportive learning. We strongly encourage people with lived experience of mental health challenges to apply and grow with us!

OVERVIEW OF POSITION:

The goal of the Marin County Peer Triage program is to offer quality support and advocacy for Marin County residents experiencing mental or behavioral health crises, by providing individualized peer and family member support. This program, a partnership between MHASF and Marin County Behavioral Health and Recovery Services, places peer mental health workers within a multidisciplinary clinical triage team to create an additional, more personal level of support for people in crisis and to improve engagement with behavioral health and social services. The Peer Triage program is based in the Marin County BHRS offices in San Rafael, CA.

RESPONSIBILITIES:

The Bilingual Peer Triage Worker’s responsibilities will include the following:

Peer Support & Case Management:

- Use personal lived experience as a mental health consumer and/or family member to engage with clients
- Provide Spanish-language peer support, case management, and clinician interpretation for monolingual Spanish-speaking clients and family members
- Serve as a role model and self-disclose lived experience background to clients as appropriate, to establish trust and demonstrate possibility of recovery
- Provide information and assist clients with access to community services and resources
- Communicate with physicians, psychiatrists, and therapists as well as other service providers
- Assist with crisis intervention, targeted case management, advocacy, service navigation, and other supports
- Provide ongoing follow-up contact to ensure clients are connected to appropriate supports, and provide additional assistance when needed

JOB ANNOUNCEMENT
POSTED: Friday, May 18th, 2018
DEADLINE: Open until filled

- Help ensure that services are sensitive to the cultural context and personal history of each client and the client's support system; provide services in community-based settings
- Ensure that consumers and family members are involved to the greatest extent possible in decisions affecting services and treatment
- Promote collaboration among support systems, mental health providers, healthcare providers, justice system personnel, school personnel, and other agencies

Record-Keeping, Training & Participation:

- Attend supervision, staff meetings, trainings, and other meetings in Marin and San Francisco
- Maintain detailed records of services provided by program staff and ensure client record confidentiality
- Ensure records contain all data necessary in reporting to the State Department of Mental Health
- Ensure records conform to Medi-Cal requirements and standards
- Provide feedback and support to Marin County BHRS and communicate with MHASF San Francisco about site issues as needed
- Provide training and information to the greater Marin County community to increase knowledge of and access to mental health triage
- Other responsibilities as assigned

REQUIRED QUALIFICATIONS:

- Bilingual (fluent) in Spanish – Must be able to discuss behavioral health issues (including some clinical terms) accurately and accessibly with consumers, family members, and service providers
- 2 years' professional experience supporting people with behavioral health challenges
- Personal lived experience with mental health challenges, and/or experience supporting a family member through mental health challenges
- Own means of travel throughout Marin County
- Proficient computer skills, including typing and data entry
- Clear, effective written and verbal communication skills
- Behavioral health knowledge, including familiarity with psychiatric diagnoses, psychiatric symptoms and associated behavior, psychiatric medications, and substance use issues
- Self-direction, flexibility, and organization
- Ability to use independent judgment, work effectively under pressure, and function well in a team setting
- Willingness to learn from others, take feedback, and make adjustments to communication and behavior
- Proven ability to work effectively with people of a variety of ages, backgrounds, and paths to recovery
- Commitment to upholding the mission and values of MHASF
- Preferred – Familiarity and experience with harm reduction and the mental health recovery model
- Preferred – Experience with case documentation and billing; training will be provided as needed

TO APPLY

Applications must include both 1) an up-to-date **résumé**, and 2) a **cover letter** explaining your interest in the position. Submit your complete application via one of the following methods:

1. **Email (preferred):** careers@mentalhealthsf.org – Include your full name and name of the position in the subject line
2. **Fax:** (415) 421-2928 – Include "ATTN: Bilingual Peer Triage Worker" on your cover sheet

Applications missing a cover letter or resume will not be considered. Applications will be reviewed as they are submitted. We will contact those we wish to schedule for an initial phone screening.