Job Description
Peer Support Specialist - CalAIM

Overview

Category	Information
Job Title	Peer Support Specialist - CalAIM
Division	Adult Residential Services Division
Status	Non exempt
Hours	Full Time (40 hours)
Supervisor/ Reporting	Director, Supportive and Community Services
Supervisorial Responsibilities	None

Many Mansions, Adult Residential Services Overview

Many Mansions believes that everyone deserves a place to call home. It is from this belief that Many Mansions strives to provide affordable, quality, services-enriched rental housing for formerly homeless and those of very low income in Ventura, Los Angeles, and San Bernardino Counties. Our Adult Residential Services Division provides a comprehensive program designed to support residents' and clients' housing stability and help them achieve economic resiliency, self-sufficiency, social integration, and overall improved wellbeing. Our Supportive Services program is built to support previously homeless residents' transition out of homelessness. The program (operating according to Housing First principles), provides wraparound, on-site support as well as works with an extensive network of external partners that provide residents with additional resources and services. The Community Services program provides additional support to our low-income households through resources referrals, programmatic support, intermittent case management, as needed, and added programmatic support for all residents and clients. The Transitional Rent program

supports clients referred by the Ventura County's Managed Care Providers (MCPs) with rent subsidies administration, housing navigation, and tenancy sustaining services.

Position Summary

The Peer Support Specialist plays a vital role in supporting program participants by drawing on their own lived experience with housing instability, recovery, or related challenges to build trust and provide meaningful guidance. The Peer Support Specialist offers one-on-one mentoring, facilitates support groups, and connects program participants to appropriate community resources. Their presence helps normalize help-seeking, reduce stigma, and foster a sense of belonging among program participants who may otherwise feel isolated. By modeling resilience and empowerment, the Peer Support Specialist complements case management and stabilization services and enhances program participants' ability to maintain housing stability, improve well-being, and work toward personal goals. The Peer Support provides assistance in running Many Mansions Food Assistance program. They assist with organizing activities and partner with other Many Mansions staff, social service providers, Managed Care Plans and Ventura County Behavioral Health throughout Ventura County to coordinate services.

Essential Job Duties & Responsibilities:

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The duties of the position of Peer Support Specialist include, but are not limited to, the following:

No.	Essential Duty or Responsibility
1	Provide one-on-one peer mentoring, drawing on lived experience to foster hope, trust, and resilience, and focusing on goal-setting, problem-solving, and navigating daily challenges. Utilize motivational interviewing to cultivate program participants ability to make informed, independent choices by helping them identify and build up their strengths.
2	Facilitate peer-led groups, workshops, and community-building activities that promote recovery, housing stability, and wellness. Work toward program participants-led activities and community engagement whenever possible.
3	Meets with Case Management and Services Coordinators teams to assess the life skill needs of the program participants. Work in collaboration to create and schedule life skills workshops/presentations, activities for each program site/ community (i.e. independent living skills, conflict resolution). Seek out and provide guest facilitators to provide enriching experiences for program participants.

No.	Essential Duty or Responsibility
4	Collaborate closely with case managers, service coordinators, MCPs, VCBH and other external partners to ensure program participants have access to needed recovery resources. Work in partnership to coordinate services and follow up.
5	Conducts council meetings across sites
6	Assists with completing monthly program participants newsletter with schedule of local events and resources available in occupying cities; Involves program participants in production of newsletter.
7	Assist in outreach, engagement, and orientation of new program participants into housing and services. Encourage program participants participation in community events, support groups, and skill-building opportunities.
8	Support Many Mansions' food assistance efforts, including facilitating the weekly pantries operations. Work with staff and volunteer on food recovery efforts, warehouse pic-ups, and pantry set up and operations.
9	Work with MCPs, CoC, VCBH, and referring agencies to ensure seamless referral processing, service authorizations, care coordination, and communication regarding client progress or challenges. Participate in case conferencing, team meetings, and quality improvement activities to ensure consistent and effective wraparound service delivery and contribute to a high functioning team. Provide detailed case notes most significantly regarding clients' progress. Provides workshop monthly calendar and annual workshop and event list for data collection purposes in collaboration with Community Service Coordinators, Case Managers and Adult Services Managers.
10	Crisis and Safety Response: • Respond effectively to crisis situations using de-escalation techniques. • Maintain knowledge of CPS (Child Protective Services) and APS (Adult Protective Services) reporting systems. • Stay current on crisis team protocols and procedures. • Complete and submit incident reports accurately and promptly. Maintain client confidentiality, adhere to organizational policies and procedures, stay current on local resource landscape, and continuously engage in professional development.
11	Other duties as needed.

Qualifications & Conditions:

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Communication	Excellent communications skills, including but not limited to, the ability: ● To speak, write and read English fluently; ● To write reports and other correspondence clearly, meaningfully, and persuasively; ● To speak, listen, and respond effectively with and among staff, agencies, program participants, and others; ● To give presentations and speak effectively before groups and organizations. ● To engage with persons experiencing homelessness with empathy and a non-judgmental attitude, utilizing culturally responsive approaches. ● An ability to converse in Spanish is preferred but not required.
Computer Skills	Must be computer literate with experience in Microsoft Word, Excel and Outlook. Ability to navigate the Internet for research purposes.
Driving	Driving is required for this position. Therefore, the applicant must have the legal ability to drive a motor vehicle in California, proof of a valid California driver's license, and adequate motor vehicle insurance.
Education and/or Experience	High school diploma or GED required. Personal lived experience of recovery from a behavioral or mental health challenge. Able to work independently and work flexible hours. Two years social service experience desired; OR, substantial experience working with individuals experiencing homelessness and/or facing mental health and/or substance use utilizing evidenced based/best practices in the field. Familiarity with best practices in homeless services, such as Housing First, Harm Reduction, Motivational Interviewing, Strengths-Based Case Management, and Trauma-Informed Care is preferred. Experience facilitating group activities preferred.

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Mathematical & Reasoning Skills	Ability to add, subtract, multiply and divide. Ability to develop a budget. Ability to resolve practical problems and deal with a variety of situations where only limited information exists. Ability to interpret data and/or instructions furnished in written, oral or diagram form.
Physical Demands	While performing the duties of this job, the employee is regularly required to sit, talk, hear and use hands to finger, handle, or feel objects, tools and/or controls. The employee is occasionally required to stand, walk, and reach using feet, legs, back, arms and hands. The employee must occasionally lift and/or move up to 30-40 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and the ability to adjust focus. Usually in seated position during work hours; may be in standing position for up to one hour per day.
Work Environment	**Moderate to high stress work pace**. The environment may have frequent interruptions, time constraints, and emotional distress. The noise level is low to moderate. The environment includes working in close proximity to the home of program participants who have been homeless and may be accustomed to street culture. May be exposed to profanity or language of a sexual nature and will need to be able to positively redirect program participants and model professional behavior. Employees may be in contact with individuals and families in crisis who may be ill, use substances, and/or not be attentive to personal health and safety for themselves. Employees may experience a number of unpleasant sensory demands associated with a program participant's use of alcohol and drugs and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. Should be comfortable working in a pet friendly environment. Corporate culture is friendly and goal oriented.

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	The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
Other Skills and Abilities:	Knowledge of evidenced based best practices in the field. Strong work ethic and positive team attitude, with excellent problem. Ability to work overtime as needed. Maintain and executes confidential information according to HIPAA standards Obtain and maintain CPR/First Aid Certification solving and interpersonal skills are necessary for success in the position. Ability to work overtime as needed.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions.

Certifications

A copy of this Job Description was given to the staff member.

Date: _____ _____

(Supervisor or Human Resources)

I received a copy of this Job Description.

Date: _____ _____

(Staff Member)