

**Western Montana Mental Health Center**

**699 Farmhouse Lane  
Bozeman, MT 59715  
Phone: (406) 556-6500  
Fax: (406) 522-8361**

**Position:** Community-based Peer Support Specialist - Community Based Crisis Response Program (CBCR)

**Close Date:** Open Until Filled

**Hours:** Full-time

**Job Summary:** The Community-based Peer Support Specialist is/has been a recipient of mental health services for severe and persistent mental illness. Because of life experience with mental illness and mental health services, the Peer Support Specialist provides expertise that professional training cannot replicate. Peer Support Specialists are fully integrated team members who provide highly individualized services in the community and promote client self-determination and decision making. This position is responsible for delivery of Peer Support services in an inpatient, outpatient, and community-based setting for adults, adolescents, and children with severe mental illness. They act as a positive role model through good work ethic, fairness, flexibility and commitment to appropriate and direct communications; demonstrates energy and enthusiasm for alternative therapeutic approaches. Required to work with community agencies, including local law enforcement and hospitals, in the prevention of psychiatric hospitalization, detention by law enforcement, and discharge of individuals from state or local psychiatric hospitals.

**Essential Job Responsibilities:**

- Provides side-by-side services, skills teaching, support and environmental adaptations to assist clients with activities of daily living;
- Assist and collaborate with law enforcement and/or mental health professionals on mental health calls;
- Provides telephone and short-term face-to-face interventions to help prevent and/or stabilize people in crisis;
- Provide mobile response to a variety of community settings as required, including agencies, shelters, upon law enforcement request, homes, etc.;
- Follow up on the status of persons in distress;
- Search out and refer to community resources;
- Provides after-hours support and triage for clients and the community at large;
- Provide charting documentation consistent with clinical and administrative policies and procedures related to the provision of services;
- Provide consultation to families, friends, and other providers of care to persons in acute distress;
- Build professional relationships with clients without the constraints of the traditional expert/patient or expert/family member role and one built on mutual learning founded on the key principles of hope, equality, respect, personal responsibility and self-determination;
- Offer hope through their own life example and use personal stories in a conscious, deliberate and professional way in the service of helping another;
- Promote recovery, wellness, and healthy lifestyle behaviors;
- Encourage active participation in managing illness and assist people with behavioral health issues to identify and pursue a change they would like to make in an area of wellness;
- Deliver peer-led evidence-based services that help individuals, set and achieve goals, increase healthy lifestyle habits, maximize/prioritize their time with treatment; professionals, reduce self-stigma and find or recover lost roles and goals in life;
- Help clients cope with social or emotional barriers to stay motivated to reach their goals;
- Share strategies and skills for activation and self-management of health conditions;

- Convey a deep respect and empathy for the impact of the effects of a serious mental health challenge on all aspects of life and provide empathetic understanding of another situation through the shared experience of emotional and psychological distress and improvement;
- Help bridge the gap between clients and health professionals and help individuals seek out clinical and community resources when it is appropriate;
- Compile statistics.
- Be available to travel to trainings held outside of Gallatin County, which might require overnight stays.

**Qualifications:** Commitment to CBCR objectives, WMMHC philosophies and a recovery orientation; ability to adapt to changing needs by acquiring new skills and knowledge; must participate in continuous quality improvement activities; able to work in a multi-disciplinary setting requiring a professional and succinct yet thorough presentation of client's needs and team actions required; ability to build rapport with clients and colleagues; ability to manage difficult or emotional situations; must be a team player; excellent communication and interpersonal skills; excellent organization and time management skills; must be competent in working with people of diverse cultural and ethnic backgrounds; Good customer service skills; ability to advocate for the needs and goals of patients and families with professional respect for and understanding of standards of practice and system constraints; must be able to work effectively with necessary self-care strategies in a highly stressful and acute setting (in office or community settings, as applicable).

**Education & Experience:**

- High school diploma or GED required; Bachelor's degree preferred
- WMMHC Peer Support Training Certificate or WMMHC-approved equivalent required
- Must have lived experience with mental illness; preferable in the public mental health system
- Must be at least 21 years of age, possess a current MT Driver's License and a good driving record