



**Mental Health America of Northern California**  
720 Howe Avenue, Suite 102, Sacramento, CA 95825  
Phone 916-366-4600 • Fax 916-855-5448  
www.norcalmha.org

President of the Board: Gaylon Palmer, LCSW • Executive Director: Susan Gallagher, MMPA • Associate Director: Dawniell Zavala, Esq.

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**JOB ANNOUNCEMENT: FULL-TIME PEER PARTNER SPECIALIST  
DEPARTMENT OF PSYCHIATRY, STANFORD  
APPLY ONLINE ON OR BEFORE January 31, 2019**

Mental Health America of Northern California (NorCal MHA) is a 501(c)(3) public benefit organization dedicated to improving the lives of residents in the diverse communities throughout California through advocacy, education, research, and culturally relevant peer support services. In all its programs, NorCal MHA works with individuals and families with mental health challenges to promote wellness and recovery, prevention, and improved access to services and supports.

**POSITION OVERVIEW**

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NorCal MHA has an immediate opening for one full-time (37.5 hours per week) or 2 part time Peer Partner Specialists. This position is employed by NorCal MHA, but is co-located within the offices of Stanford University Department of Psychiatry. Under the supervision of NorCal MHA's Director of Advocacy, the Peer Partner Specialist provides culturally competent recovery and support services for Stanford's mental health clients. This position is eligible for employee health benefits, holiday pay, and paid time off.

**Applicants must have personal lived experience of recovery from a mental health and substance use challenge also known as co-occurring disorder.** Individuals with lived experience of a mental health and substance use disorder, who are bilingual/bicultural, and/or members of underserved groups (e.g., racial/ethnic minorities; LGBTQ community members, etc.) are strongly encouraged to apply. Familiarity with the concepts of wellness, recovery, peer support, cultural and linguistic competence, is highly desired for this position.

**MINIMUM QUALIFICATIONS**

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**Applicants who do not possess all of these minimum qualifications will not be interviewed:**

- Personal lived experience of recovery from a mental health challenge and substance use disorder
- The ability to consistently work 7.5 hours each day, during standard business hours, and adhere to an assigned work schedule
- A high school diploma or its equivalent
- Basic computer literacy skills, including proficiency in word processing and email applications
- Reliable personal transportation readily accessible throughout the workday
- A valid class "C" California driver license
- An auto insurance policy meeting the minimum legal standards in California
- The ability to pass a California DOJ criminal background screening
- The ability to occasionally work evenings and weekends, as program needs dictate
- Any combination of education, training, and experience necessary to perform the Job Duties for this position, and to acquire the Knowledge and Abilities described herein

**Please carefully read and follow the application instructions at the end of this job announcement and in the online job application itself. Individuals who do not follow these instructions will not be interviewed.**

**A link to NorCal MHA's online application is provided at the end of this job announcement.**



## **JOB DUTIES**

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### **Core Services**

- Provides individual peer support, information and referrals, mentoring, and advocacy skills to clients
- Meets with clients and their family members
- Assesses the unique challenges faced by each client; assists clients in successfully completing their recovery programs
- Provides mentoring and/or coaching to clients by helping clients set recovery goals, develops individual Wellness and Recovery Action Plans (WRAP), solves problems directly related to recovery, and provides encouragement, motivation and support to clients seeking to establish or strengthen their recovery
- Facilitates clients' access to benefits, entitlements, and resources including SSI and/or Medi-Cal services, safe housing, job readiness training and/or job placement services, and community-based supports to assist clients with meeting individual recovery needs
- Helps clients navigate the formal mental health treatment system and identify and articulate what they need from services and providers; teaches clients to advocate for their own needs, such as access to care and appropriate discharge planning
- Assists clients in building or maintaining personal support networks; helps clients in developing social skills needed to maintain positive interpersonal relationships
- Encourages clients to identify and engage in meaningful leisure activities, social activities, and/or hobbies that support their recovery goals and reflect their unique cultural identities
- Provides recovery-oriented group activities and/or educational groups for clients to share personal stories and engage in collective problem-solving with peers and expand personal skill sets
- Ensures confidentiality is maintained at all times in accordance with Federal, State, and agency standards

### **Advocacy, Outreach, and Engagement**

- Works with Department of Psychiatry staff to carry out varied and important duties within the areas of peer support and self-help services through advocacy, outreach, and engagement
- Uses personal experience to establish credibility, maximize client voice and choice in services, and gives their perspective in the operation and development of program services
- Elevates the role of clients and makes recommendations regarding mental health policy and practices
- Provides outreach services to unserved and underserved individuals and families
- Plans and provides feedback related to support groups, workshops, conferences and other coordinated efforts to improve mental health services.
- Reviews existing and proposed client programs/services and participates in the development of new programs and resources

### **Other Responsibilities**

- Documents client contacts, maintains client files, monitors client progress, records information, generates reports
- Conducts client satisfaction surveys
- Performs data collection activities and time studies
- Conducts meetings, support groups, trainings, and workshops
- Organizes, coordinates, and participates in public presentations and other public outreach activities
- Attends meetings with provider agencies and county mental health staff
- Performs all other duties, as assigned



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## **KNOWLEDGE AND ABILITIES**

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### **The ideal candidate will possess KNOWLEDGE of:**

- The basic needs and problems of adult mental health clients, including those from unserved, underserved, inappropriately-served, and ethnic communities
- The complex public and/or private agency services available for individuals mental health needs, including community resources and culture-specific supports
- Mental health recovery concepts, including self-help and peer support principles

### **Successful candidates will have the ABILITY to:**

- Build coalitions among groups with differing needs and objectives
- Work cooperatively and effectively with individuals from different educational, economic, cultural, and racial backgrounds
- Engage in teamwork and work in a collaborative setting
- Effectively advocate for the interests and needs of others
- Demonstrate equality in relationships with clients and the capacity for self-awareness
- Use language that is non-judgmental and non-clinical
- Display professionalism in appearance, language, and conduct
- Demonstrate culturally-sensitive and appropriate interaction
- Apply self-help and support principles and techniques to problems and issues
- Speak in public, facilitate meetings, and make group presentations
- Maintain a strong work ethic; remain dependable, flexible, and able to adapt to daily changes and challenges
- Provide a consistent source of encouragement and hope to clients
- Model effective coping techniques and communication skills

## **PHYSICAL AND MENTAL REQUIREMENTS**

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### **This position requires employees to:**

- Consistently work 7.5 hours each day, and adhere to an assigned work schedule
- Sometimes work in the evenings or on weekends, as program needs dictate
- Occasionally travel to conferences and trainings held in distant locations
- Perform moderate typing and engage in daily computer use
- Sit/remain stationary for the majority of the day
- Write notes or otherwise record important information
- Speak to others via telephone, in person, and in public settings
- Read, understand, and summarize information both verbally and in writing
- Make decisions and engage in ongoing problem solving activities



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## **COMPENSATION AND BENEFITS**

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Employment at NorCal MHA is strictly at-will. Pay ranges from \$18.00 - \$20.00 per hour, depending on experience. Full-time positions are eligible for generous medical, dental, and vision benefits, along with paid holidays and up to 150 hours (four weeks) of paid time off each year. Full-time employees may also enroll in our group life insurance and 403(b) retirement plans.

## **APPLICATION INSTRUCTIONS: PLEASE READ CAREFULLY**

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**To apply for this position, you must apply online on or before January 31, 2019. Please note:**

- **No late applications.** NorCal MHA will not accept applications submitted after **January 31, 2019**, unless we have officially extended this deadline.
- **Only online applications are accepted.** NorCal MHA will not consider resumes or other application materials submitted by email, fax, or in-person.
- **Do your homework.** We want to hire the right person, not a warm body. Learn about our agency, who we are, and what we do before you apply. Check out our website ([www.norcalmha.org](http://www.norcalmha.org)) and read about our programs. Your application will tell us whether you really want to work at NorCal MHA or just want a job.
- **Be prepared.** Keep a copy of this job announcement with you when you complete the online application, as several questions will ask you to respond to specific information listed in this announcement. You must upload an electronic copy of your resume in the online application. A separate cover letter is not required. The online application asks you to provide the names and contact information for three professional references, so make sure this information is up-to-date and ready to go.
- **Take your time.** The online application takes about 20 minutes. You can save your progress at any time and return later to complete your application before the deadline. When reviewing your application, we will consider how your responses reflect your qualities as a potential employee. The ability to follow instructions, attention to detail, thoughtfulness, thoroughness, accuracy, spelling, and grammar all matter. Slow down and make your responses count.

**ONLINE APPLICATION LINK:** <http://sgiz.mobi/s3/NorCal-MHA-Employment-Application>

**CONTACT PERSON:** If you have any questions about this position or the online application, please contact:

**Name:** Andrea Crook  
**Email:** [jobs@norcamha.org](mailto:jobs@norcamha.org)