



JOB ANNOUNCEMENT

PEER CRISIS COUNSELOR

PEER CRISIS COUNSELOR PROJECT

Title: Promotor – Peer Crisis Counselor
Reports to: Learning and Development Manager
Program: CalHMSA Peer Crisis Counselor (PCC) Project
FLSA Status: Non-Exempt
Position Status: Temporary Full Time
Effective Date: March 22, 2021 to August 8, 2021

POSITION SUMMARY

Under the direct supervision of the **Learning and Development Manager**, the Promotor Peer Crisis Counselor will provide online peer-led crisis counseling sessions to assist community individuals, and/or families and groups to recover from acutely challenging situations created by the COVID-19 pandemic and improve their overall well-being. They will do this by assisting callers in understanding their current situation and reactions, mitigating stress, developing coping strategies, providing emotional support, and encouraging linkages with resources and longer-term supportive services. The Promotor is responsible for completing the required programmatic activities and reporting in a timely manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide online peer crisis counseling sessions to callers to the CalHOPE COVID-19 warm line via a virtual platform
- Use a variety of approved assessment tools to determine what information and resources to provide the caller.
- Collect caller data using approved data collection tools and methods.
- Conduct community outreach (and in person when deemed safe and appropriate) to establish professional relationships and linkages with local agencies, groups, organizations and therapists in order to provide callers with a personalized referral as needed.
- Participate in a mandatory 8 hour training provided by the sponsoring agency on March 23 and 24, 2021. Exact times to be determined.
- Attend all scheduled meetings with the project team, as needed.
- Maintain consistent and constant communication with the Learning and Development Manager regarding all pertinent Project activities as assigned.

Other duties may be assigned. The duties listed here are typical examples of the work performed; not all duties assigned are included, nor is it expected that all similar positions will be assigned every duty.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EXPERIENCE

- A minimum of one (1) year of experience working with individuals / families managing complex community issues.
- Excellent communication skills, including active listening.
- Proven experience and comfort using common virtual (online) group chat platforms, including, but not limited to Zoom, GoToMeeting, Facebook Messenger, WhatsApp, etc.
- A minimum of one (1) year of experience conducting community outreach.

EDUCATION

There is no minimum educational requirement.

CERTIFICATES, LICENSES AND REGISTRATIONS

Valid California Driver's License and basic liability car insurance.

LANGUAGE SKILLS

Ability to effectively present information and respond to questions via chat and telephone call from individuals, groups and the general public in Spanish and/or English.

COMPUTER SKILLS

Intermediate computer skills for the purpose of connecting with individuals / groups using virtual (online) chat platforms, collecting and entering data, sending and receiving email, and calendar scheduling.

TRAVEL REQUIREMENTS

Ability to travel locally within the assigned region as required.

OTHER SKILLS & QUALIFICATIONS

- Experience speaking with individuals about mental health topics, including emotional wellness and stress.
- Comfort in creating a dialogue around sensitive topics.
- Ability to work independently as well as part of a team.
- Ability to maintain a flexible work schedule, including shifts on weekends and evenings.

CONTACT

Applicants should e-mail a current resume to Gerry Balcazar, Learning and Development Manager at:

Gerry@visionycompromiso.org

Text/cell (213) 700-5296

