

CMPSA Activities and Scope of Work

Adapted from Cal Voices Peer Toolkit for Workplace Success

This resource can be used in the development of CPSS job descriptions that align with Peer core competencies. Aligning role activities with core competencies signals to potential candidates that the organization understands and respects the role of peers and knows how to them within their scope. This list is intended to be a menu of possible activities rather than a comprehensive or definitive list.

Core Competency #1. The Concepts of Hope, Recovery, and Wellness

- Promote the development of recovery plans
- Convey hope to peers about their own recovery
- Celebrate peers' efforts and accomplishments
- Model wellness for individuals in recovery by maintaining one's wellness
- Discuss ongoing personal efforts to enhance health, wellness, and recovery
- Assist individuals to identify and take actions necessary to develop behaviors that support the achievement of their whole health goals
- Use questions to help individuals get in touch with the life they want

Core Competency #2. The Role of Advocacy

- Teach individuals the skills needed to self-advocate
- Assure that individuals know their rights and responsibilities
- Model how to self-advocate
- Explain the importance of self-advocacy to individuals as a component of recovery/wellness
- Educate colleagues about the process of recovery and the use of recovery support services
- Advocate within the system to promote person-centered recovery/wellness support services
- Support individuals to be empowered to express their fears, expectations, and anxieties to promote positive self-communication
- Support individuals in expressing their dreams, strengths, assets that encourage self-direction and choice
- Assist individuals to frame questions to ask providers and to participate in treatment team meetings

Core Competency #3: The Role of Consumers and Family Members

- Participate in efforts to eliminate prejudice and discrimination of people who have behavioral health challenges and their families
- Educate colleagues about the process of recovery and the use of recovery support services
- Promote self-determination and person-centered services when communicating with other members of the individuals' care team

Core Competency #4: Psychiatric Rehabilitation Skills and Service Delivery, and Addiction Recovery Principles, Including Defined Practices

- Help individuals identify beliefs and values that build on their recovery as well as those that work against their recovery.
- Identify one's own strengths and help others identify theirs
- Support individuals to be empowered to utilize self-directed recovery tools (e.g., MYCHOIS, Wellness Recovery Action Planning (WRAP), etc.)
- Support the development of healthy behavior based on choice
- Keep current with emerging knowledge relevant to recovery, the concept of resiliency, and the relationship between person-centered, self-directed care and the achievement of whole health goals.
- Facilitate groups teaching coping skills, life skills, and health/wellness skills
- Provide non-clinical treatment planning support that incorporates life areas (e.g., community connectedness, physical wellness, spirituality, employment, self-help, etc.)

Core Competency #5. Cultural and structural competence trainings

- Assure that interpersonal relationships, services, and supports reflect individual differences and cultural diversity.
- Be able to interact sensitively and effectively with people of other cultures.
- Be able to help express and utilize positive aspects of their cultural identity to promote recovery.
- Attend trainings on cultural competency and structural racism that highlight the impacts they have on health and outcomes for people of color.

Core Competency #6. Trauma informed care

- Use patience and compassion in all interactions
- Teach coping skills of mindfulness, stress reduction, anxiety management, and relaxation techniques.
- Be non-judgmental

- Report suspicions of abuse or neglect to the appropriate authority.
- Assist individual in identifying basic needs
- Recognize risk indicators that may affect the individual's welfare and safety.
Respond to personal risk indicators to assure welfare and safety.

Core Competency #7. Group Facilitation Skills

- Apply basic group facilitation techniques.
- Apply instructional strategies and materials that reflect the needs of the target audience
- Facilitate the entry of new members and the transition of existing members.
- Facilitate group growth within the established ground rules by using methods consistent with group type.
- Describe and summarize the behavior within the group to document individual progress and identify needs and issues that may require further assistance.

Core Competency #8. Self-Awareness and Self Care

- Practice personal safety and self-care
- Model effective coping skills
- Respond to any setbacks on their recovery journey as an opportunity for learning additional techniques or strategies to achieve and maintain their whole health goals.
- Provide access to a range of activation and self-care tools and resources that the individual may find useful in achieving their whole health goals.
- Develop decision-making strategies and function as an active member of their own recovery team, to include the selection of traditional and non-traditional recovery strategies, supports, and providers.
- Help individuals learn how to access and navigate formal and informal community resources and services.

Core Competency #9. Co-Occurring Disorders of Mental Health and Substance Use

- Provide consistent support to individuals in both good and challenging times
- Ask open-ended questions that connect a person to their inner wisdom
- Address internal and external stigma
- Use individuals' dissatisfaction as an avenue to setting recovery goals
- Use questions to help individuals identify and move through their fears
- Help individuals see how substance abuse affects their current challenges and ongoing consequences

- Educate about warning signs, symptoms, and progression of substance use disorders
- Provide peer support even if individuals are not engaged in treatment
- Educate about how substance use challenges affect families and society
- Educate on the continuum of care and resources for substance use challenges
- Assist individuals in navigating the substance use system to access desired services

Core Competency #10. Conflict Resolution

- Resolve conflicts in relationships with peers and others in their support network
- Utilize de-escalation techniques
- Communicate to support network personal issues that impact the ability to perform job functions
- Use organizational/departmental chain of command to address or resolve issues

Core Competency #11. Professional Boundaries and Ethics

- Maintain high standards of personal conduct
- Respect the privacy and confidentiality of those they serve.
- Never enter into dual relationships or commitments that conflict with the interests of service participants
- Never engage in sexual/intimate activities with service participants
- Recognize and maintain professional and personal boundaries
- Establish and maintain peer relationships rather than hierarchical relationships
- Maintain confidentiality of client information in written and oral communications under the code of conduct and government statutes

Core Competency #12. Preparation for employment opportunities, including study and test-taking skills, application and resume preparation, interviewing, and other potential requirements for employment.

- Utilize employment development resources such as job centers, community colleges, and others.
- Teach, coach, and model the skills and attributes needed to attain and maintain long-term, stable employment, and housing.
- Know community resources for employment skills development.
- Be familiar with how to transition from Social Security and other disability benefits.

- Assist individuals with preparation for employment opportunities, including study and test-taking skills, application and résumé preparation, interviewing, and other potential requirements for employment.

Core Competency #13. Safety and Crisis Planning

- Provide reassurance to peers in distress.
- Assess individuals for behavior that may result in harm to self or others.
- Respond appropriately to risk indicators to assure welfare and physical safety.
- Recognize signs of individuals re-experiencing symptoms and suggest early interventions to prevent crises or the need for intensive services.
- Take action to address distress or a crisis using knowledge of local resources, treatment, services and support preferences of peers.
- Help individuals create and implement self-management plans, advanced directives, and crisis prevention strategies.
- Plan continuing care, relapse prevention, and discharge planning with client, family, and significant others.
- Use organizational / departmental chain of command to address or resolve issues.
- Immediately report suspicions if abuse or neglect are suspected.

Core Competency #14. Navigation of, and referral to, other services

- Assist individuals in identifying needs.
- Partner with individuals to access the services and supports that help them attain their recovery goals.
- Collaborate with individuals to identify, link, and coordinate choices with resources.
- Provide information regarding community resources that support goal achievement.
- Accompany individuals to community activities and appointments when requested.
- Coach individuals in desired skills and strategies

Core Competency #15. Documentation skills and standards

- Document information as required by program policies and procedures for billing and treatment purposes.
- Evaluate individual satisfaction with their progress toward recovery/wellness goals.
- Document Peer progress in relation to treatment goals and objectives, e.g., identify needs and issues that may require greater assistance.

- Document service coordination activities throughout the continuum of care consistent with Federal, California State, agency, and treatment program standards, rules, and regulations.
- Communicate Peer rights and responsibilities.

Core Competency #16. Confidentiality

- Understand the Health Insurance Portability and Accountability Act (HIPAA)
- Understand Substance Abuse Confidentiality rules (42 CFR Part 2).
- Understand basic federal, state, employer regulations regarding confidentiality
- Maintain confidentiality in accordance with state and federal laws.
- Inform and explain to individuals their confidentiality rights, program procedures that safeguard them, and the exceptions imposed by regulations.
- Exchange relevant information with the agency or professional to whom referrals are being made in a manner consistent with confidentiality rules and regulations and generally accepted professional standards of care.

Core Competency #17. Digital Literacy

- Use online and virtual tools to provide access to a range of activation and self-care tools and resources that the individual may find useful in achieving their whole health goals.
- Apply appropriate technologies to deliver education, training, technical assistance and other information.
- Maintain familiarity with computer applications such as Microsoft Office Suite and Adobe Acrobat to develop recovery-focused resources for peers.
- Maintain familiarity with online video conferencing platforms such as Zoom or WebEx to be prepared in the event of needed virtual services.
- Create online support groups.
- Effectively use technology to engage and provide peer support services to individuals living in rural or remote settings or experiencing other barriers to traditional “face to-face” interaction