



## Peer Outreach Worker

### Comprehensive Adult Recovery & Engagement Program

### Moving Ahead Program for Youth Program

#### Agency Overview

Founded in 1889, Family Service Agency of San Francisco is the oldest nonsectarian, nonprofit charitable social-services provider in the City and County of San Francisco. Our mission is to strengthen families by providing caring, effective, and innovative social services, with special emphasis on the needs of low-income families, children, and the elderly and disabled people, thus improving the quality of life for all San Franciscans.

#### Program Description

Serving adults with serious mental illnesses, CARE provides an intensive array of recovery-oriented services and supports, including housing and basic needs assistance, physical health care, benefits assistance, employment services, and integrated mental health and substance abuse treatment services.

The Moving Ahead Program for Youth (MAP for Youth) assists seriously mentally ill young (16-25) people in becoming independent and productive members of the community. MAP for Youth provides mental health and substance abuse treatment, linkage to physical health care, housing assistance, and vocational and educational support to San Francisco's most seriously disturbed young people.

#### Job Description

Provides outreach and engagement to challenging adult, and transitional-age youth populations. Assists clients in communication and when necessary on behalf of the client to primary care doctors, pharmacists and county related care providers. Assists clients in accessing eligible benefits and housing. Provides transportation assistance to clients for getting to/from respective appointments in the field. Maintains client contact sheets and progress notes; follow a wellness model of care, practicing a harm reduction treatment model. May assist case managers with developing, organizing, and conducting programs to support client treatment plans relevant to substance abuse, human relationships, rehabilitation, and mental health treatment. Networks with collateral agencies. Meets with supervisors and/or program managers regularly; performs related duties as assigned. Maintains accurate detailed observation and progress records for later electronic billing data entry. Additional duties as needed.

#### Program Specific Responsibilities

- Providing direct support to clients including: wellness checks, teaching of independent living skills, support in accessing various services including medical, benefits, employment, etc.
- Conducting socialization groups
- Electronic progress note documentation
- Active participation in team meetings and development of treatment plans

Welcoming

Strength Based

Culturally Relevant

Team Implemented

Recovery Oriented

Family Oriented

Advancing the Field

**Minimum Qualifications**

- A minimum of year in recover personal experience with mental illness and/or substance abuse. Mental health outreach/engagement experience a plus
- High school diploma or equivalent experience
- Knowledge of San Francisco County mental health system a plus
- Knowledge of basic computer skills, such as typing, word processing and email
- Comfort with engaging with clients out in the community, including in the Tenderloin district and inside SRO hotels
- Ability to perform some physical tasks, including assisting clients with moving, cleaning, etc.
- Ability to prioritize, manage time effectively, and multitask
- Ability to cope with a high energy, intense work environment
- Ability to work with at-risk populations and create a caring and supportive therapeutic alliance with clients
- Ability to follow instructions and work under the direction of others
- Ability to work a flexible schedule, including weekends when needed.
- Ability be a team player with a welcoming attitude

**Additional Information**

Division: Adult Services

Position: 100%

Reports to: Division Director

**SEND RESUMES TO:**

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