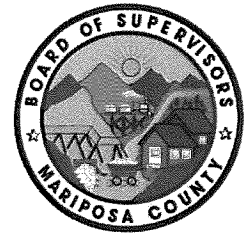


# MARIPOSA COUNTY

Health and Human Services · (209) 966-2000



## RESOLUTION - ACTION REQUESTED 2021-607

MEETING: November 2, 2021

TO: The Board of Supervisors

FROM: Shannon Gadd, Health and Human Services Agency Director

RE: Approve Class Spec Add One FT Peer Coach and Eliminate One FT Social Service Aide Allocation

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### RECOMMENDATION AND JUSTIFICATION:

Approve the Merit System Services (CalHR) Classification and Job Description of Peer Coach I/II in Mariposa County effective Immediately; Approve one full-time Peer Coach I/II in the Child Welfare Branch for Health and Human Services Agency; and eliminate one full-time Social Service Aide Allocation. Set the Peer Coach I/II Monthly Salary at \$2,426.62-\$2,949.56; and Assign the Peer Coach I/II Classification to the SEIU Bargaining Unit.

There is no impact to the budget as the current Social Services Aide position is funded in this fiscal year's budget. Further, the position can be partially funded through the Family Urgent Response Allocation and the Families First Prevention Services Act from the California Department of Social Services. There is no impact to the general fund.

Through the implementation of the Continuum of Care Reform (AB403), Family Urgent Response System (FURS) Program, and additional planned activities with the Families First Prevention Services Act (FFPSA), Child Welfare practice has shifted to include the voices of children, youth, parents, family, community, and culture at all levels - from support of individual families to the development of policies and programs. Peer Coaches have lived experience of the Child Welfare system and play a key role in assisting families in navigation of the system and mitigating the reasons for Child Welfare involvement. Through engaging the voices of children, youth, parents, and families, the integration of Peer Coaches into Child Welfare has emerged as a central value and practice. Peer Coaches are mandated through the Family Urgent Response program, and likely will be through the Families First Prevention Services Act.

The Peer Coach is also a critical element of the agency's system of care philosophy and practice.

It is recommended that the Merit System Services classification of Peer Coach I/II and Job Description are approved for the Agency's use.

### BACKGROUND AND HISTORY OF BOARD ACTIONS:

It is typical of the Board to review and possibly approve the reclassification.

### ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

Do not approve this action as recommended, may not allow us to meet mandates of State and Federal laws, in addition to best practices in Child Welfare.

**FINANCIAL IMPACT:**

**The current Social Service Aide is currently funding in this years budget. There is no impact to the budget. Further, the Position can be Partially Funded Through the Family Urgent Response Allocation and the Families First Prevention Services Act from the California Department of Social Services. There is no impact to the general fund.**

**ATTACHMENTS:**

**CalHR - Peer Coach Job Description (PDF)**

**RESULT: ADOPTED [UNANIMOUS]**

**MOVER:** Rosemarie Smallcombe, District I Supervisor

**SECONDER:** Tom Sweeney, District II Supervisor

**AYES:** Smallcombe, Sweeney, Long, Forsythe, Menetrey



# Peer Coach I

Class Code:  
PC I - MSS

Bargaining Unit:

CALHR  
Established Date: Nov 1, 2013  
Revision Date: Nov 1, 2013

## CLASS DEFINITION AND DESCRIPTION:

Under close supervision; performs peer coaching, support and assistance to clients who are receiving social or health and human services; serves as a liaison between the client and social or health and human services providers; provides orientation to services for individuals newly entering the social services system; provides client education, mentoring, and advocacy; supports self-empowerment of clients to act on their own behalf regarding their needs; provides feedback to social service providers related to clients' perceptions of the program for quality improvement purposes; and performs related work as assigned.

Peer Coach I is the entry level in the series. Initially, under close supervision, employees in this class receive in-service peer training, and are given detailed instructions in the performance of a variety of client support functions related to Social or Health and Human Services Programs. Unless a position is permanently allocated to level I due to the nature of the work, employees are expected to promote to the Peer Coach II level after one year of satisfactory performance at the trainee level.

### SUPERVISION EXERCISED AND RECEIVED

Incumbents in this classification receive supervision based upon a peer support model from a supervisor or manager in the relevant program area. Initially, close supervision is provided, while fully trained incumbents work under general supervision.

## TYPICAL DUTIES, EMPLOYMENT STANDARDS AND KSAS:

### Duties may include, but are not limited to, the following:

- As part of a social or health and human services team, provides 1:1 and/or group peer coaching, mentoring, support and assistance to social service clients by drawing on peer experiences to validate client experiences.
- Supports individuals to develop client-driven goals for wellness and strategies for achieving those goals, including the active participation in relevant social or health and human services program activities.
- Provides role modeling and encouragement to clients to take personal responsibility and to self-advocate in actively pursuing their own wellness plans.
- Participates in reciprocal education with other providers to support integration of peer support and recovery principles within provider teams.
- Helps link clients to needed resources and develop personal supports for their self-identified wellness plan.

- Serves as a mentor to promote hope and empowerment.
- Accompanies clients to meetings and case conferences to support a person receiving services to self-advocate for their self-identified needs, to act as an advocate as needed to help clients communicate their unique and subjective experiences and perceptions and to provide a "bridge" between providers and individual(s).
- Provides an orientation to services for individuals in need of services.
- Communicates, represents and promotes the person's perspective to other service providers within the social service or health and human services system; when it there is a barrier to an individual acting on their own behalf
- Develops, coordinates and identifies outcomes of workshops, conferences and other coordinated efforts to benefit individuals receiving services.
- Provides evaluation of peer and non-peer driven activities to improve client services.
- Participates in and conducts program outreach activities, including providing information about social service or health and human services programs to the general public and targeted audiences/communities.
- Reviews existing programs and supports the development of new programs and resources for implementation of recovery/resiliency principles, as well as strength-based, client and family driven services.
- Represents the Department in local and statewide meetings to support networking with other providers and stakeholders.
- Attends and participates in meetings, workshops and conferences as assigned to support professional development and training.
- Performs related duties as assigned.

#### **EMPLOYMENT STANDARDS**

**Note:** The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

##### **Knowledge of:**

- Cultural awareness of the communities served
- The basic strengths, needs and challenges, attitudes, and behaviors of people with mental health/wellness challenges
- General types, of goals and purposes of cross-system partnerships in public social services programs
- How to inspire hope with other through one's own shared story as a previous client
- Public and/or private agency, as well as general community resources available for people with social service needs

##### **Ability to:**

- Recovery and Resiliency principles and concepts of integrated wellness
- Learn the principles of resiliency, recovery and peer support
- Learn the basic principles and practices of social service or health and human services programs
- Learn the basic principles and practices of related system providers (education, juvenile justice, Women Infants and Children, Child Protective Services, domestic violence services)
- Understand the cultural and social factors of those clients being served
- The ability to share one's personal story in service to the individual receiving support and/or services and to inspire hope
- The ability to engage with individuals/families receiving services using compassion, empathy and a reciprocal approach
- Understand the ethnic, racial, cultural and social factors of diverse individuals and communities that may affect behavior patterns
- Effectively communicate in socially and culturally respectful ways with clients, professional colleagues, and community members
- Exercise sound judgment when evaluating situations, initiating action, and developing alternatives based upon using established procedures and regulations and implementing recovery principles
- Demonstrate accountability in following written and oral instructions
- Follow written and oral instructions
- Maintain confidentiality of case files according to HIPPA guidelines
- Report to work site at the assigned times

- Maintain accurate and systematic records
- Effectively establish and maintain good relations with a range of social and ethnic groups reflective of those individuals receiving services
- Communicate effectively with individuals from diverse socio-economic and cultural backgrounds to ensure access to and client satisfaction with services
- Participate as a team player and work with others

## **MINIMUM QUALIFICATIONS:**

Current or previous experience as a client who received social or health and human services.

## **SPECIAL AND DRIVER'S LICENSE REQUIREMENTS:**

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

## **HISTORY INFORMATION:**

Date Established: 11/1/13