JOB DESCRIPTION

NOTICE: This job description is provided as a general summary of common job duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Building Opportunities for Self Sufficiency, nor does it in any way alter the employment-at-will relationship that exists between employees and Building Opportunities for Self Sufficiency. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

JOB TITLE:	IPS Employment Peer Specialist - Behavioral Health
REPORTS TO:	Behavioral Health Operations Manager (Administrative); Clinical supervision by a designated Baywell Health licensed SMH clinician
LOCATION:	In-Person (Split between BOSS Wellness Empowerment Resiliency Campus and Baywell Health)
EMPLOYMENT STATUS:	Non-Exempt
TIME COMMITMENT:	Full-Time (40 hours per week)
BARGAINING UNIT:	Local Union #1991, IUPAT, AFL-CIO.
STARTING SALARY:	$70,000 annually

ORGANIZATION

The mission of BOSS is to help homeless, poor, and disabled people achieve health and self-sufficiency, and to fight against the root causes of poverty and homelessness. The organization was founded in 1971 by a group of volunteers from the Hillel Streetwork Project in Berkeley who responded to the needs of mentally ill individuals being released to the streets by state hospital closures. Today, BOSS develops solutions to mass homelessness, mass incarceration and community violence and is dedicated to the inclusion of people marginalized by addiction, trauma, criminality, incarceration, poverty, racism, sexism, homelessness and violence with an intentional focus on four areas of service with Housing Security, Criminal Justice Reentry, Neighborhood Safety, and Social Justice Programs and services. BOSS works one-on-one with each family and each individual to help them achieve stable income, permanent affordable housing, and lasting wellness.

POSITION DESCRIPTION

Work is a core part of recovery. The ***IPS Employment Peer Specialist*** carries a dedicated caseload of no more than 20 SMH clients and helps them get real jobs, in regular community settings, at competitive wages — without waiting until a client is "ready". The role follows the eight IPS principles: zero exclusion, integration with mental health treatment, competitive employment, personalized benefits planning, rapid job search, systematic job development, time-unlimited follow-along support, and client preferences. The ***IPS Employment Peer Specialist*** spends most of their time in the community with clients and employers and coordinates closely with each client's therapist, case manager, and prescriber. The role does not provide clinical treatment or legal/financial advice; all work is within peer scope and under Baywell clinical supervision.

Essential Functions (Duties and Responsibilities):

Caseload & Engagement

- Maintain a dedicated caseload of no more than 20 SMH clients, accepting referrals from the treatment team and clients themselves; no client who wants to work is screened out for symptoms, substance use, work history, or justice involvement.
- Meet clients in the community and at the clinic; share lived experience to build hope and work through fears about working, disclosure, and benefits.

Career Profile & Rapid Job Search

- Complete a career profile (preferences, strengths, work history, support needs) within the first month; begin face-to-face employer contact within 30 days of a client's first meeting.
- Help clients with resumes, applications, interview practice, and decisions about disclosing a mental health condition.

Job Development & Benefits Planning

- Make at least six face-to-face employer contacts per week (IPS fidelity standard); build a network of employers matched to client interests; coordinate with DOR, AJCC, and workforce partners.
- Connect every client to personalized benefits counseling before starting work and help them report earnings and use work incentives correctly.

Integration with Mental Health Treatment

- Attend SMH treatment team meetings at least weekly
- Ensure employment goals are in each client's care plan in Epic
- Escalate clinical or safety concerns to the clinical supervisor or Behavioral Health Officer of the Day.

Follow-Along Supports

- Provide time-unlimited, individualized support after hire — on- or off-site per client preference — to keep jobs, resolve workplace issues, and advance
- Help clients move to new jobs, training, or education when a job ends.

Documentation, Outcomes, & Compliance

- Document all client and employer contacts in Epic within Baywell timelines, meeting Medi-Cal peer support and county standards; track jobs obtained, hours, wages, tenure, and time to first employer contact.
- Participate in IPS fidelity reviews, quality improvement, and regular clinical supervision; follow HIPAA, peer scope, and the Peer Support Specialist Code of Ethics.

Other Duties as Assigned

- Will attend and actively participate in trainings and care coordination meetings, including assisting with other Behavior Health and Community Health programs and providing back up for other BOSS and Baywell Health team members

General Requirements:

1. Attends work regularly and punctually; is readily accessible during work hours to peers; limits absences from own duty station and activities which distract others
2. Willingness and ability to travel to different Baywell clinics, employer sites, and community locations to perform work and meet with providers, patients, and staff.
3. Works cooperatively with immediate supervisor, department members, and other Baywell Health staff; treats all patients / clients / visitors with respect and courtesy.
4. Remains competent in skills required for the position.

5. Within the first thirty (30) days of employment, becomes knowledgeable about and compliant with Baywell Health and Department policies on: confidentiality of patient / client / employee / supplier records; patient rights and responsibilities; professional and business ethics; continuous quality improvement; safety and security; infection control; hazardous materials and waste; and life safety and emergency preparedness — and maintains that compliance throughout employment.
6. Provides care appropriate to the age and gender of the patients / clients / visitors served.

QUALIFICATIONS

Education

- High school diploma or GED required; degree or coursework in human services, vocational rehabilitation, business, or a related field preferred

Certification

- California Med-Cal Peer Support Specialist Certification (CalMHSA) preferred at hire; if not certified, must certify within 12 months of hire (Baywell supports training and exam costs)
- IPS Employment Specialist training (IPS Employment Center or equivalent) within 90 days of hire
- Work incentives/benefits planning training preferred at or within the first year of hire.
- CPR/First Aid within 30 days of hire.
- Valid California driver's license, auto insurance, and acceptable driving record at time of hire.

Brand Ambassador

- Ability to project a positive, concerned image to the public; builds BOSS' and Baywell's reputation with employers and workforce partners as a source of well-supported job candidates.

Lived Experience

- Lived experience of mental health recovery, willing to share it appropriately; personal experience returning to work or managing benefits while working strongly preferred. Stable in own recovery with healthy professional boundaries.

Experience

- Minimum one (1) year paid or volunteer experience in supported employment, job development, workforce development, peer support, case management, sales, or customer service
- Experience with serious mental illness and prior IPS experience preferred.

Knowledge of Public Health

- IPS model and fidelity standards (or ability to learn quickly)
- Recovery-oriented, trauma-informed practice
- SSI/SSDI, Medi-Cal, and how earnings affect benefit
- Ticket to Work, Department of Rehabilitation (DOR), America's Job Center (AJCC), and Alameda
- County workforce resources
- Workplace disclosure and HIPAA.

Advocacy, Outreach, Interpersonal & Time Management Skills

- Confident job developer comfortable with cold calls and employer visits
- Engages discouraged clients with long work gaps. Strong listening, motivational, and problem-solving skills
- Plans a weekly schedule of client and employer contacts
- Team player.
- Being bilingual is a plus.

Computer Skills

- Email, Microsoft Office/Google Workspace, Teams/Zoom, and mobile devices
- Helping clients with online job boards, resumes, and applications

- Documentation in Epic EHR (training provided).

Other

- Must pass Live Scan background check, TB and health screening
- Conviction history is reviewed individually under the California Fair Chance Act and is not an automatic bar to employment.
- Must complete 100% of BOSS and Baywell-designated trainings (onboarding, MedTrainer compliance, peer scope and ethics, documentation, and IPS training) within stated deadlines.

LANGUAGE SKILLS

Ability to read and comprehend instructions, short correspondence, memos, business correspondence and all other mental health related documents. Ability to write clear, concise and accurate correspondence. Effective oral and written communication skills.

MATHEMATICAL SKILLS

College level mathematical skills required.

REASONING ABILITY

Ability to solve complex problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram form. Demonstrated skill with problem solving techniques.

PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Occasional early, evening, or weekend hours to support clients around their work schedules. While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, and walk for extended periods. The employee must regularly lift and/or move up to twenty-five pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

MENTAL DEMANDS

This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. Position does require ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

WORK ENVIRONMENT

About 65% or more of time is spent in the community (employer sites, job centers, client-preferred locations); regular local driving required. Possible exposure to individuals in distress; field-safety training provided. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise and/or level of distractions in the work environment are usually moderate.

CONCLUSION:

I invite you to be part of a vibrant and talented team that is committed to promoting health and self-sufficiency, fighting for equity, and celebrating diversity and inclusion!

BOSS is committed to the principle of equal opportunity in education and employment. BOSS does not discriminate on the basis of sex, race, color, creed, national origin, age, religion, sexual orientation, gender identity, gender expression, veteran status, or disability in admission to, access to, treatment in, or employment in its programs and activities.

Black, Indigenous, People of Color, and individuals with lived experience are highly encouraged to apply!

Send resume and cover letter to: hrjobs@self-sufficiency.org