



LOCATION: [COUNTY] , CA | DEADLINE TO APPLY: [DATE]

[Agency] is a 501(c)(3) public benefit organization dedicated to improving the lives of residents in the diverse community of [County], California through advocacy, education, research, and culturally relevant peer support services. In all its programs, [Agency] works with individuals and families with mental health challenges to promote wellness and recovery, prevention, and improved access to services and supports.

POSITION OVERVIEW

[Agency] is seeking a full-time ([#] hours per week) Consumer Advocate/Liaison. This position reports directly to [Agency] Executive Director and is embedded within the [County] Division of Behavioral Health. As such, the Consumer Advocate/Liaison occupies a unique role that requires highly specialized knowledge and skills, including the ability to work independently while maintaining close ties to [Agency], organizational leadership.

The Consumer Advocate/Liaison represents and advocates for the interests and concerns of consumers from multicultural backgrounds accessing public mental health services in the County. The position supports [County] program development and provides a bridge, voice, and representation on behalf of the Division of Behavioral Health in community settings in existing and new initiatives. Knowledge of concepts of wellness, recovery, peer support, cultural and linguistic competence, public mental health systems, and the Mental Health Services Act are essential characteristics of this position.

Applicants must have personal lived experience of recovery from a mental health challenge. Individuals with experience receiving public mental health services in any California county, who are bilingual/bicultural, and/or members of underserved groups (e.g., racial/ethnic minorities; LGBTQ community members, etc.) are strongly encouraged to apply.

MINIMUM QUALIFICATIONS

Applicants who do not possess these minimum qualifications will not be interviewed:

- Personal lived experience of recovery from a mental health challenge
- The ability to consistently work a minimum of [#] hours each week and adhere to an assigned schedule
- The ability to occasionally work during the evenings and on weekends, as business needs dictate
- A high school diploma or its equivalent (Associate's or Bachelor's degree preferred)
- Intermediate computer literacy skills, including proficiency in word processing and email applications
- A current and valid Class "C" California Driver License

W.I.S.E is a program of Cal Voices funded by the California Mental Health Services Act (Prop 63) and administered by the Office of Statewide Health Planning and Development (OSHPD)



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- Immediate access to reliable personal transportation throughout the workday
 - Auto insurance coverage that meets the minimum legal requirements in California
 - A clean criminal history, as evidenced by a California DOJ background screening
 - Strong written, verbal, and interpersonal communication skills
 - Any combination of training, education, and experience necessary to perform the Job Duties for this position, and likely to provide the required Knowledge and Abilities as described herein

JOB DUTIES

- Coordinates and communicates with [Agency], organizational leadership and program managers to strengthen and expand recovery and peer support principles in the provision of public mental health services
- Provides support to [County] Behavioral Health Director at assigned community meetings and projects to strengthen the voice and perspectives of consumers receiving and seeking services
- Actively participates in county mental health system planning and project development
- Provides technical assistance and consumer perspectives for the Division's Management Team and other identified planning and project teams
- Advocates for and elevates the needs of clients/consumers receiving services in [County] adult system of care
- Fosters the involvement of clients/consumers and other stakeholders on local boards and committees
- Trains and mentors' clients/consumers by sharing knowledge of existing supports and services, providing information and supports around recovery plans and principles
- Serves as a liaison for clients/consumers to [County] Division of Behavioral Health Services
- Provides feedback and information regarding the needs of clients/consumers through surveys, focus groups and other reports
- Develops strategies to help clients/consumers connect to benefits, entitlements, and other resources
- Provides encouragement, motivation and support to clients/consumers
- Plans, organizes, and executes special events in the community
- Conducts peer support groups and recovery-oriented group activities
- Assists clients/consumers in building and maintaining personal support networks
- Plans and evaluates advocacy support services
- Assesses the advocacy, mental health treatment, and educational needs of consumers and mental health stakeholders
- Researches and evaluates existing and available resources for consumers in [County]
- Analyzes and evaluates data and formulates recommendations to Division Management
- Develops program recommendations for the Division of Behavioral Health to meet the identified needs of consumers and stakeholders
- Coordinates and facilitates collaborative efforts among public, private, and non-profit groups and organizations to meet consumer needs
- Provides leadership, advocacy, and coalition building on behalf consumers and other stakeholders
- Researches mental health and related supportive social service policies, procedures, programs, organizational structures, existing and proposed legislation and regulations, and related issues
- Serves on program development committees and task forces as liaison to the County; acts as





liaison to various agencies and organizations

- Attends a variety of meetings, trainings, and events with provider agencies and county mental health staff
- Writes complex documents including proposals, budgets, and reports that are part of County program initiatives
- Facilitates meetings and makes group presentations
- Conducts data collection and family and client satisfaction surveys
- Ensures confidentiality is maintained at all times in accordance with Federal, State, County, and agency standards
- Performs all other duties as assigned

KNOWLEDGE AND ABILITIES

The ideal candidate will demonstrate KNOWLEDGE of:

- The Consumer movement, client-directed services, and principles of wellness, recovery, and peer support
- Theories, principles, goals and objectives of self-help support needs to adult consumers
- Cultural competency and the disparities faced by underserved communities when accessing services in the public mental health system
- The structure and function of California's public mental health system
- Multiple types of programs and consumer needs within a county behavioral health system
- Principles, methods and techniques of community organization and development
- Program planning and design, budget development, and program evaluation
- Key elements, values, and goals of the Mental Health Services Act (Prop. 63)
- Available community resources
- The complex public and/or private agency services available for individuals' mental health needs, including community- and recovery-based resources and culture-specific supports for older adults
- The relationships among government agencies, public and private community organizations and groups, and private enterprises affecting consumers and stakeholders within the County

Successful candidates will have the ABILITY to:

- Communicate clearly and effectively with a wide range of organizations, government agencies, groups, professions, and individuals from different educational, economic, and cultural backgrounds
- Build coalitions among groups with differing needs and objectives
- Demonstrate equality in relationships with clients and capacity for self-awareness
- Organize and motivate volunteers, consumers, and community members
- Model effective coping techniques and communication skills
- Use language that is non-judgmental and non-clinical
- Demonstrate advocacy and teamwork skills
- Display professionalism in appearance, language, and conduct
- Demonstrate culturally-sensitive and appropriate interaction
- Apply self-help and support principles and techniques to problems and issues
- Work productively with minimal oversight and instruction
- Demonstrate personal responsibility and sound independent judgment





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- Support [County] Behavioral Health Division in consumer liaison related work with different levels of County government
 - (Desired) Speak fluently in one of the county's threshold languages

PHYSICAL AND MENTAL REQUIREMENTS

This position requires employees to:

- Consistently work [#] hours each day, [#] hours each week, and adhere to an assigned work schedule
- Drive to/from various locations within the County
- Sometimes work in the evenings or on weekends, as business needs dictate
- Occasionally travel to conferences and trainings held in distant locations
- Perform moderate typing and engage in daily computer use
- Sit/remain stationary for the majority of the day
- Speak to others via telephone, in person, and in public settings
- Read, understand, and summarize information both verbally and in writing
- Make decisions and engage in ongoing problem-solving activities

COMPENSATION AND BENEFITS

Employment at Your Organization is strictly at/will and this position is dependent upon continued program funding.

Salary begins at \$xx,xxx annually, and may increase depending on experience. This is a full-time ([#]-hour per week) position. Full-time positions receive employer-paid medical, dental, and vision benefits, along with paid holidays and up to 150 hours (four weeks) of paid time off each year. Full-time employees may also enroll in our group life insurance and 403(b) retirement plans.

APPLICATION INSTRUCTIONS: PLEASE READ CAREFULLY

To apply for this position, you must apply online on or before [DATE]. Please note:

- **No late applications.** The agency will not accept applications submitted after [DATE], unless we have officially extended this deadline.
- **Do your homework.** We want to hire the right person, not a warm body. Learn about our agency, who we are, and what we do before you apply. Check out our website (www.yourorganization.org) and read about our programs. Your application will tell us whether you really want to work for the agency or just want a job.
- **Be prepared.** Keep a copy of this job announcement with you when you complete the online application, as several questions will ask you to respond to specific information listed in this announcement.
- **Take your time.** When reviewing your application, we will consider how your responses reflect your qualities as a potential employee. The ability to follow instructions, attention to detail, thoughtfulness, thoroughness, accuracy, spelling, and grammar all matter. Slow down and make your responses count.

