



PEER SUPPORT SPECIALIST

Position Description

Department:	Behavioral Health Services	Reports to (title):	Behavioral Health Director
Job Code:		Classification:	Non-Exempt
Pay Range:	DOQ	Effective Date:	May 2, 2022
Hours/week:	40 hours/week	Revised Date:	August 13, 2026
Type of Position:	Full-Time		

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties, all CBNHC employees are expected to conform to the following:

- Uphold all principles of confidentiality, HIPAA, and patient care to the fullest extent.
- Adhere to professional, ethical, and role-specific standards for healthcare and peer-support practice.
- Interact in an honest, trustworthy, respectful, and dependable manner with patients, employees, partners, and vendors.
- Demonstrate cultural humility, awareness, and sensitivity, including respect for Navajo values and community practices.
- Maintain a current, insurable driver's license when driving is required for assigned duties.
- Comply with all CBNHC policies and procedures and all applicable Tribal, federal, and state requirements.

POSITION PURPOSE

The Peer Support Specialist is a grant-funded member of the Behavioral Health care team who uses appropriate self-disclosure of lived recovery experience to engage and support individuals and families affected by mental health and/or substance use challenges. Under required supervision, the position promotes hope, self-direction, recovery, resiliency, wellness, and community integration by helping patients identify strengths, pursue individualized goals, navigate services, and build natural supports. The role provides non-clinical peer support and does not diagnose, prescribe, or independently provide psychotherapy.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Serves as a member of the Primary and Behavioral Health Care Team and uses lived recovery experience purposefully, with appropriate boundaries, to model hope and recovery.
- Builds mutual, respectful, person-centered, trauma-informed, and culturally responsive relationships with patients and families.
- Provides individual and family peer-support services focused on recovery, resiliency, wellness, self-advocacy, and informed decision-making under approved supervision.
- Helps patients identify self-defined strengths, needs, barriers, and recovery goals and contributes peer perspective to individualized service, recovery, and safety plans.
- Provides recovery education and practical skill building related to coping, symptom self-management, relapse-prevention strategies, daily living, social connection, community functioning, and the development of natural supports.
- Connects patients with community and CBNHC resources, including behavioral and physical healthcare, benefits, housing, food, transportation, employment, education, cultural or traditional supports, and other basic-needs services.
- Coordinates with Behavioral Health staff, medical providers, family members when authorized, and community partners to support warm handoffs, continuity of care, and follow-up on referrals.
- Encourages patients to attend behavioral health, medical, and recovery appointments and to communicate medication questions or concerns to licensed prescribers; does not recommend medication changes.
- Co-facilitates peer-support groups, recovery activities, and educational sessions within training, certification, policy, and supervisory requirements; does not independently provide counseling or therapy.

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- Supports patients during crises by recognizing warning signs, using approved de-escalation and safety procedures, notifying the supervising provider, and activating 988, 911, or other emergency resources as required; does not independently conduct clinical risk assessments.
- Assists with authorized transportation or transportation coordination for appointments and services and follows all vehicle, passenger-safety, and documentation requirements.
- Documents patient contacts, services, referrals, progress, and activities accurately and on time in the electronic health record and completes required billing support, reports, and program statistics.
- Maintains confidentiality, ethical conduct, professional boundaries, and accurate representation of the peer role at all times.
- Identifies and promptly reports patient-safety concerns, suspected abuse or neglect, unusual events, conflicts, medical concerns, and near misses according to policy and law.
- Participates in team consultation, staff meetings, case conferences, outreach, community events, training, and quality-improvement activities as assigned.
- Maintains required certification, continuing education, supervision, and professional development and uses appropriate self-care and support to sustain effective peer practice.
- Supports a healthy workplace through open communication, collaboration, reliability, and respectful working relationships.
- Performs other related duties within the scope of the position, certification, training, and supervision as assigned by the Behavioral Health Director.

MINIMUM MANDATORY QUALIFICATIONS

Education: High school diploma or GED equivalent required.

Experience: Six (6) months to one (1) year of directly related experience in peer support, behavioral health, recovery services, community support, human services, or comparable duties.

Required Certificates, Licenses, and Registration:

- Must meet eligibility requirements for New Mexico Certified Peer Support Worker (CPSW) certification. Current CPSW certification is required before independently delivering or billing Medicaid peer-support services. An otherwise qualified applicant who is not certified at hire may be considered if eligible and able to obtain certification within one (1) year; duties remain limited to those permitted by policy, training, and law until credentialed.
- Current, valid, and insurable New Mexico driver's license when operating a vehicle is an essential function of the assignment.
- CPR/First Aid or Basic Life Support certification within sixty (60) days of hire when required by assigned duties or CBNHC policy.

Mandatory Knowledge, Skills, Abilities, and Other Qualifications:

- Ability to use personal recovery experience appropriately and intentionally while maintaining professional boundaries and protecting patient choice and privacy.
- Knowledge of recovery-oriented, person-centered, strengths-based, trauma-informed, and culturally responsive peer-support principles.
- Understanding of the peer role, ethics, confidentiality, informed consent, mandatory reporting, and the distinction between peer support and licensed clinical practice.
- Skill in engagement, active listening, motivational communication, conflict resolution, advocacy, and respectful de-escalation.
- Ability to recognize and report crisis or safety concerns and follow supervision, escalation, and emergency-response procedures.
- Knowledge of community resources and the ability to help patients navigate healthcare, benefits, housing, transportation, employment, education, and basic-needs systems.
- Ability to document services accurately and promptly in an electronic health record and follow billing-support and program-reporting requirements.
- Strong interpersonal, teamwork, organization, time-management, and computer skills, with the ability to manage multiple priorities and meet deadlines.

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- Ability to communicate effectively with diverse patients, families, staff, and community partners and to accept supervision, coaching, and feedback.

PREFERRED QUALIFICATIONS

- Current, active New Mexico Certified Peer Support Worker (CPSW) credential at the time of hire.
- Human services, social work, public health, community health, or a related field.
- One (1) or more years of experience in peer support, behavioral health, healthcare, community support, or recovery services.
- Experience supporting children, adolescents, adults, and/or families in community-based or clinical settings.
- Experience with electronic health records, clinical-service documentation, or Medicaid billing support.
- Experience working with Native American communities, Tribal organizations, and culturally grounded services.
- Fluent and conversational English and or other language.
- Training or experience in peer-group facilitation, outreach, crisis response, care navigation, or community resource coordination.

WORK ENVIRONMENT

Work Environment:

Work is performed in health-center, office, community, patient-home, school, partner-site, and vehicle settings. Noise levels generally range from low to moderate. Local travel is expected, and occasional after-hours, weekend, or limited overnight work may be required. The employee may encounter inclement weather, driving hazards, infectious disease, unpleasant odors, bodily fluids, and emotionally charged or potentially volatile situations. Required personal protective equipment and safety procedures must be used.

Physical Demands:

While performing the duties of this job, the employee may frequently stand, walk, sit, bend, twist, talk, hear, use a computer, and drive or ride in transport vehicles. There may be prolonged periods of sitting, keyboarding, reading, and travel. The employee must occasionally lift and/or move up to 50 pounds. Required vision abilities include close, distance, computer, and color vision. Listening and speaking are essential for communicating with patients, families, staff, vendors, and community partners.

Mental Demands:

The position requires managing deadlines and multiple priorities; responding calmly to complex, emotionally distressing, or crisis-related situations; maintaining sound judgment, confidentiality, and professional boundaries; and seeking supervision or debriefing when needed.

OTHER

- All employees must uphold all principles of confidentiality, HIPAA and patient care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to this position. Employees will be asked to perform other duties as needed.

APPLICATION INSTRUCTIONS

- Read instructions prior to completing application form; incomplete applications will not be considered.
- Submit an application, resume and letter of interest to one of the following methods:
 1. E-mail to Humanresources@cbnhc.org
 2. Mail to Canoncito Band of Navajos Health Center Inc., ATTN: Human Resources, P.O. Box 3338, To'Hajiilee, NM 87026
 3. Deliver to the CBNHC Human Resources Office, 129 Medicine Horse Dr., To'Hajiilee, NM 87026
 4. Visit our website at www.cbnhc.org/jobs
- For more information, contact Human Resources at (505) 908-2307 ext. 118

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Canoncito Band of Navajos Health Center Inc. is a Navajo Preference Employer. As required by the Navajo Preference in Employment Act, preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants consistent with the Indian Self-Determination Act Indian preference provision.