PROMOTOR/A OVERVIEW

Promotores/as are bilingual bicultural para-professional community members who work with diverse Latino families as cultural brokers to assist them to navigate systems, access resources, and provide translation, advocacy, support, and linkages to their natural community supports as needed.

Promotor/a service is work of the HEART. Promotores/as work with families and coordinates with other organizations to ensure Latino/a populations are served in a culturally appropriate manner. They help those they serve identify and build upon strengths and empower them to choose for themselves, recognizing that there are multiple pathways to achieve wellness.

The LLC has a contract with Kaiser Permanente to provide a Peer Worker to their patients. This position will work between 25-30 hours weekly as a Peer Community Health Worker within Kaiser Permanente's Center for Integrated Care (CIC) and will be part of a team of integrated professionals who provide community-based services (home visits, etc.) in order to:

- Advocate for people in recovery
- Share resources and building skills
- Build community and relationships
- Lead recovery groups
- Mentor and set goals

This person will also participate in LLC's weekly staff meetings and could provide promotor/a services to other families outside of the CIC program depending on LLC's work load and the individual's desire to be a full-time Promotor/a.

More information about the specific scope of services at Kaiser Permanente's CIC program is attached.

JOB DESCRIPTION

JOB TITLE:	Promotor-a III / Peer Worker **WAGE / SALARY: DOE $26-32/Hr**
TIME/HOURS:	FLEXIBLE: 25-30 hours serving Kaiser Permanente's CIC program participants and the remainder supporting LLC families as needed
STATUS:	Part time with the possibility of Full time
BENEFITS:	After 90-day probationary period, Additional benefits as noted on benefits flyer
SUPERVISOR:	Deputy Director
PROBATIONARY PERIOD:	90 days
MINIMUM REQUIREMENTS:	*Education*: High School Diploma or GED *Language*: Read / write / speak Spanish fluently Other: U.S. national citizen or lawful permanent resident alien of the U.S. Possess means of reliable transportation, good driving record and auto insurance Pass criminal justice fingerprint clearance Pass drug test prior to hire and periodically throughout employment *As an LLC employee co-located within Kaiser Permanente's CIC program, the Promotor/a will not only meet the Promotor/a requirements, but must also meet the contracted requirements as outlined in the Peer Community Health Worker job description as described in attached.*
Promotor/a III:	A minimum of 5 years of experience working with Latino families, providing them advocacy, resources, education and linkages to their natural systems of support or advocacy as they navigate education, probation, mental health or other system services PLUS a minimum of 1 year supervisory experience

TYPICAL PHYSICAL DEMANDS:	Requires sitting, stooping, bending, kneeling, filing on an as needed basis. May require moving up to 25 pounds. Requires the use of office equipment such as computer, telephone, calculator and copier. Requires driving to and from appointments, meetings, trainings, etc. Requires use of computer and home office space as the LLC does not have an office.
TASKS	In this capacity, the promotor/a: 1. Speaks, reads and writes in English and Spanish at the appropriate comprehension level for community members and providers (Levels II and III) 2. Organizes and communicates information in a clear and concise way 3. Participates in family interviews in conjunction with social workers or other Kaiser team members to assist in an accurate assessment of family needs and serve as advocate for family 4. Serves as the bridge between the family, Kaiser and community services and supports, including parenting classes, therapy, group support, acculturation or immigration resources, transportation, etc. 5. Enters client Goals & Activities into database and updates services and outcome on a consistent basis 6. Interviews, develops and maintains relationships with the family upon referral as they navigate ongoing services, maintaining contact with client, makes ongoing home visits and helps to reach Goals & Activities 7. Participates in trainings and team meetings with promotores and Kaiser 8. Provides cultural education and awareness regarding cultural norms and issues that influence the presentation of specific behaviors, fears within families to county staff, family partners and others as appropriate 9. Provides translation / interpretation services as needed or identify and advocate to secure these services for the family 10. Builds and maintains positive partnerships between community and the systems of care, education, law enforcement, health providers, other community-based organizations AND advocate for culturally and linguistically appropriate services from these partnerships 11. Conducts group education on a variety of topics, including health, education, social/juvenile justice; OR arrange for presentations by authority figures in these areas or other topics as identified by community members 12. Assist with access to routine and preventive services for Kaiser Permanente's CIC participants 13. Expresses ideas and information clearly and concisely 14. Identifies problems and resources to help solve problems

	15. Efficiently manages time in a way that reflects responsibility and professionalism (be on time or early for all appointments, meetings, etc.). 16. Works in a team with Kaiser, including other promotores, service providers such as therapists and medical staff, other agency employees 17. Assures that community members and/or their families have access to health and wellness services (medical, mental, dental, vision, therapy, etc.). 18. Performs any other duties that result in positive outcomes for Latino families 19. Other duties as requested and required
PREFERRED CHARACTERISTICS	• Has strong boundaries. Committed to helping clients learn the skills they need without becoming co-dependent, or doing the work for the client so as to feel wanted or needed by them. Remember, never work harder than your client is working to achieve wellness for them! • Is mentally, physically and spiritually capable of doing the work. If the promotor/a has a history of trauma or challenges, he/she shall have worked through their trauma and hurt so as not to impose their own pain or experiences on clients. • Connected to the community in a positive way that does not exert power or authority over community members. Sees the values of people and believe in their ability to help themselves. • Strong and courageous. Has a healthy self-esteem and the ability to remain calm during difficult situations. Is courageous enough to put aside his/her ego for the benefit of the client. • Is a Good listener. Listens to individuals and communities to understand their needs without imposing ideas. Allows full discussion with no interruptions. • Is open-minded, non-judgmental. Open to new ideas and different ways of living. While many Latinos share the same religion, does not impose his/her own religion on anyone nor does he/she judge others by their spiritual choices. • Exercises good judgment. Evaluates situations and able to make appropriate referrals to professional / licensed help or to others as needed. • Is a team player. Can work with a variety of personalities, can enhance team's abilities whenever possible without negating others' abilities. • Is friendly and caring, shows empathy and compassion Is persistent, responsible, motivated and capable of self-directed work. Models persistence but not aggression. Shows responsibility by arriving on time, fulfilling commitments. Does not wait to be told what to do but works to discover ways to assist

	• Exercises patience and understanding of challenging situations. • Is committed to always acting with integrity and honesty, no matter the situation. • Is respectful, always. No matter the client's education, social status or current challenges, always shows respect to them and treats in a dignified manner. • Is flexible enough to adapt to new situations, or to hand off to another who may be a more effective match to the client. • Is creative and resourceful. Can work within the limits of the client /family and system to offer assistance. • Is communicative. Is responsible in communicating the information necessary regarding challenges, positive outcomes, etc. with LLC management to ensure the LLC can respond appropriately. • Does not clinically diagnose, assess, or treat

PEER SUPPORT

Role

Peer Community Health Workers engage in a wide range of activities. These include:

- Advocating for people in recovery
- Sharing resources and building skills
- Building community and relationships
- Leading recovery groups
- Mentoring and setting goals

Core Competencies, Principles and Values

Core competencies for peer workers reflect certain foundational principles identified by members of the mental health consumer and substance use disorder recovery communities. These are:

- **Recovery-oriented**: Peer workers hold out hope to those they serve, partnering with them to envision and achieve a meaningful and purposeful life. Peer workers help those they serve identify and build on strengths and empower them to choose for themselves, recognizing that there are multiple pathways to recovery.
- **Person-centered**: Peer recovery support services are always directed by the person participating in services. Peer recovery support is personalized to align with the specific hopes, goals, and preferences of the people served and to respond to specific needs the people has identified to the peer worker.
- **Voluntary**: Peer workers are partners or consultants to those they serve. They do not dictate the types of services provided or the elements of recovery plans that will guide their work with peers. Participation in peer recovery support services is always contingent on peer choice.
- **Relationship-focused**: The relationship between the peer worker and the peer is the foundation on which peer recovery support services and support are provided. The relationship between the peer worker and peer is respectful, trusting, empathetic, collaborative, and mutual.
- **Trauma-informed**: Peer recovery support utilizes a strength-based framework that emphasizes physical, psychological, and emotional safety and creates opportunities for survivors to rebuild a sense of control and empowerment.

Job Description

- Relationship of equals / peers
- Non-clinical, non-Kaiser
- Based in community, not in medical office
- Represent the 'voice of the patient' within a team-based care model
- Advocate for patient needs both within Kaiser and in the community
- Share similar background or experience as patient, using this common 'lived' experience to 'come along side' the patient and provide encouragement, hope and inspiration (cultural/language, mental health, addiction, socio-economic)
- Provide emotional support
- Provide peer-level support, coaching and follow up
- Assist the patient with carrying out the recommendation of the social worker / case manager
- Provide objective information and insight into living situation through home visits to the clinical care team
- Facilitate communication and member empowerment in interactions with Kaiser and social services
- Assist with access to routine and preventive services at Kaiser and in community.
- Mutually beneficial relationship, paired with patients whose circumstances allow for professional growth for the peer
- Support many pathways to recovery
- Strengthen trust and relationship between patient and care team
- Advocate for community needs within Kaiser and with community agencies
- Support members with meeting their social needs by making referrals and connecting members with community programs
- Does not give professional advice
- Does not represent the perspective of the program
- Does not provide Case Management
- Does not clinically diagnose, assess, or treat

**Role and Core Competencies from Substance Abuse and Mental Health Services Administration. Agency within the US Department of Health and Human Resources.