

ORANGE COUNTY CLASS SPECIFICATION

TITLE: PROGRAM COORDINATOR-FIRST RESPONDER PEER SUPPORT SERVICES **GRADE:** 15

TITLE ABBREVIATION: PEER SUPPORT PROGRAM COORD. **TITLE NO.:** 565040

JURIS.CL: C **SALARY CODE:** 01 **EEO CODE:** PR **FLSA CODE:** NE

DEPARTMENT: EMERGENCY SERVICES

SUPERVISOR'S TITLE: DEPUTY COMMISSIONER FOR POLICE SERVICES

DISTINGUISHING FEATURES OF THE CLASS:

The work involves being responsible for coordination of the Countywide Peer Support Program. The Peer Support Program Coordinator will be a supervisor who will function as the primary liaison between the Peer Support Team Members, the program clinical advisor and the Deputy Commissioner of Emergency Services - Police Services Division. Does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates the Peer Support Responders (PSR);

Develops, implements, and refines program policies, procedures, and protocols in alignment with industry best evidence-based practices and the program's mission;

Recruits new PSRs into the program, as necessary;

Coordinates Peer Support Responders in Orange County helping to foster a culture of collaboration, continuous learning, and compassionate care;

Provides guidance, support, and mentorship to team members, promoting their professional growth and development;

Oversees the Peer Model of Support, ensuring timely and effective responses to first responders and their families seeking mental health support through hotlines, referrals, and other mechanisms;

Reviews and assess crisis situations, providing guidance to Peer Support Responders for complex cases;

Designs and implements training programs for Peer Support Responders, including crisis intervention techniques, mental health awareness, suicide prevention and effective communication skills;

Facilitates ongoing training to enhance the team's ability to provide high-quality support to first responders and their families;

Establishes clear criteria and performance indicators for progression from Peer Support Responder to Peer Support Specialist, in collaboration with relevant stakeholders;

Evaluates applicants' integration of professional expertise and personal experiences to provide impactful support, ensuring fair and consistent advancement;

Coordinates with PSRs and manage resources required for Peer Support, including collaborating with mental health specialists, managing schedules for 24/7 support, and arranging travel when necessary;

Researches, applies for and manages grant opportunities for the Peer Support Program;

Implements systems to monitor and evaluate the quality of Peer Support, including confidentiality, and long-term support provided by the PSR team;

Analyzes data and feedback to identify areas for improvement and implement corrective actions;

Collaborates closely with Orange County based first responder organizations to ensure a holistic approach to mental health support for first responders;

Engages in cross-functional initiatives to enhance the organization's impact and reach.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Through knowledge in motivating and empowering individuals to reach their full potential; Thorough knowledge of modern office practices, procedures, and equipment; Through knowledge computer skills including Word, Excel, and PowerPoint, and other databases as required; Ability to effectively listen and use reflective listening skills; ability to have excellent interpersonal skills in volunteer management; Ability to summarize and extrapolate important information from meetings and conversations for developing new forms and documents;; Ability to establish a trusting relationship with clients, stakeholders, and community; ability to have excellent verbal and written communication skills; Ability to relate effectively with individuals, community members, and staff of diverse backgrounds, personalities, and communication styles; Good problem-solving skills, be resourceful and take initiative when needed; Ability to work on multiple projects simultaneously; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A) Bachelor's degree* (or higher) in Community and Human Services, Social Work, Psychology, Communications, Counseling, Sociology, Nursing, Education or related field and four (4) years of paid employment or volunteer service as a Police Officer, Firefighter, Corrections Officer, EMT or Public Safety Dispatcher (or similar title) which shall have included first responder supervisory experience or peer support coordinator experience; including critical incident stress debriefing, group and individual crisis intervention and/or suicide prevention, intervention and postvention training; OR
- B. An Associate's Degree* or Completion of sixty (60) college credits in a major as listed in (A) and six (6) years experience as listed in (A).

NOTES:

Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

ADOPTED 12/28/24