

CPS Practicum Internship Program Description

Division/Department: Certified Peer Specialist (CPS) Practicum

Location: 833 Chestnut Street, Suite 1100, Philadelphia, PA 19107

Job Title: CPS Practicum Intern

Reports to: Denise Sherman, Program
Manager

Type of position: Internship: 8-Week Program: 3 days a week/7 hours per day
Expenses reimbursed

**** Open to Philadelphia County Residents only****

PROGRAM REQUIREMENTS

- Some previous work/volunteer experience
- Basic computer skills
- Some knowledge of the behavioral health system
- Basic communication and writing skills
- Computer/tablet/cellphone
- Wifi/internet

EDUCATIONAL REQUIREMENTS

- Must have CPS Certificate and Resume

GENERAL DESCRIPTION:

The Certified Peer Specialist (CPS) Practicum will enhance existing professional skills by affording hands-on opportunities to apply what was learned in the CPS training. Practicum participants will gain proficiencies in the use of such professional tools as office machines and e-mail, will improve their written and oral communication skills, and will gain familiarity with workplace procedures and etiquette. By working with MHP's Information and Referral program, participants will expand their knowledge of the behavioral health system and directly engage with persons in recovery and professional colleagues.

Practicum participants will learn:

Communication Skills:

Goal: Participants will practice the art of effective communication in the workplace through interaction with persons in recovery, family members and the general public via phone, e-mail, and written correspondence, and in person. They will:

1. Develop effective communication skills.
2. Engage in supervised role play.
3. Become proficient in using e-mail.
4. Have the opportunity to plan and lead facilitated group discussions.

Active Listening Skills:

Goal: Gain practice in the art of active listening. Develop strategies to maximize their ability to identify relevant information and to make appropriate referrals as they assist those that contact MHP's Information and Referral.

1. Practice using active listening skills by phone and in person.
2. Effectively discern what people are asking for through email queries.

Computer Skills and Competency with Office Machines:

Goal: Enhance participants' computer skills through hands-on practice, using commonly encountered computer software and office machines.

1. Database management
2. Creating documents
3. Use of office machines
4. Documentation

Professionalism, Boundaries, and Workplace Procedures:

Goal: Participants will practice using professional behavior and setting and maintaining appropriate boundaries. Participants will increase their knowledge of everyday procedures and activities in the workplace.

1. Participants will have biweekly supervision as per Medicaid requirements for Certified Peer Specialists' billable hours.
2. Participants will practice using professional etiquette and observing boundaries within work-related interactions.
3. Participants will engage in role playing using the basic ground rules and expectations of the workplace.

Program Shadowing:

Goal: Provide participants with opportunities shadow working Certified Peer Specialists at their MHP's worksites.

1. Participants will schedule visits with other MHP's worksites to learn about MHP's various peer services, such as Peer Net, Recovery and Education Centers, The Well, etc.
2. Participants will gather information/resources about peer-provided services and have the opportunity for first-hand observation of peer-delivered services.
3. Participants will be able to interact with professional peers.

Evaluation

1. There will be a mid-course evaluation.
2. Certificates awarded at the completion of the program.