

## **Job Title:** Psychological Enhanced Response Liaison (PERL)

Welcome to Pinnacle!

We are seeking lived-experience coaches, which we call PERLs (Psychological Enhanced Response Liaison), to support families raising children with mental health needs. This role involves being part of a supportive community, providing guidance and resources, navigating children's mental health system and working to ensure family voice at all levels. As a PERL, you'll work with families and providers to ensure care coordination is family-centered, culturally-rooted, and the right fit at the right time.

### **Company:**

Welcome to Pinnacle Partnerships. Our mission is to change the landscape of behavioral health care through care coordination and unified teaming led by lived experience experts. We do this directly with families through referrals from schools, organizations, doctors, and even employers! Emotional health is important in every setting. We also provide training, technical assistance, and more to build and sustain cultures where mental health is destigmatized, family voice is paramount, and collaboration is key.

### **The Basics:**

- Lived experience if raising a child with mental health needs
- Bilingual is preferred: Spanish, Haitian-Creole, Cape Verdean Creole, Portuguese
- Reports to PERL Program Coordinator
- Contracted fee per service
- Starting at \$25.00 per hour
- Location – Remote/Community Based

### **As a PERL you will:**

- Respond to Family Requests: respond to family requests for peer support promptly and effectively.
- Provide Support and Guidance: provide support and guidance to families raising children with mental health needs using the family's preferred method of communication, which may include video chat, smartphone, text, and/or in-person communications.
- Support Resource Building: assist families in building and navigating available resources related to youth mental health.
- Content Generation: actively engage in content generation to create educational materials, resources, and workshop content related to children's mental health.
- Facilitate Educational Opportunities: facilitate educational opportunities, workshops, and/or groups for caregivers
- Quality Assurance: participate in Quality Assurance activities and data collection as needed to ensure the quality of family-centered care and services.
- Expert Guidance: provide expert guidance via consultation to educators, agencies, organizations, and other stakeholders to support family-driven decision-making processes, as requested.

**Qualifications:**

- Requirements
  - Submit a Cover Letter with application
  - Lived-experience being the parent or primary caregiver for a child with mental health needs.
  - In depth knowledge of Behavioral Health Systems
  - Access to a smartphone, computer, and reliable internet.
- Nice to Have
  - Language capacity: Bilingual preferred
  - Certification(s) in Wrap Around, Motivational Interviewing, Collaborative Problem Solving, and/or Youth Mental Health First Aid.
  - License/Car.

How to Apply: Interested candidates can email their resume and contact information to [info@pinns hips.org](mailto:info@pinns hips.org).