



Job Title: Peer Support Specialist

FLSA Status: Non-Exempt

Reports To: Peer Program Manager

Hours: Part Time – 20 hours per week

Pay: \$18.50 – \$21.00 DOE

Location: Interlink Self Help Center

Job summary

Under general supervision of the Program Manager, the Peer Specialist will provide member support through peer to peer counseling, facilitating groups, workshops, classes, and/or activities. The Peer Specialist will also provide administrative support to the Program Manager, creating spreadsheets, communicating with others via email, and utilizing search engines to gather information. The ideal candidate will have completed the Peer Specialist training. Candidates who have not completed the Peer Specialist training but qualify for the position, including lived experience with mental health (required), must successfully complete the Peer Specialist training within 3 months.

Essential Functions

- Provide appropriate information, quality orientations, and complete the intake process with potential members
- Develop and facilitate appropriate member activities, classes, and groups
- Provide effective peer to peer counseling
- Participate in ensuring that the peer center provides a safe environment for members and staff
- Submit requested data, information, and documents in a timely manner
- Work cooperatively with other staff, Program Manager, and Director
- Maintain member confidentiality
- Complete and analyze outcome from established measurement tools for program evaluation; track and measure data against program goals and commitments

- Report to the worksite for all scheduled shifts; this is not a remote position

Knowledge, Skills, & Abilities

- Excellent Customer Service skills
- Computer literate – keyboard, browser, Word (create/format/spellcheck/organize documents), Excel (spreadsheets, basic formulas)
- Ability to establish trust
- Understanding and knowledge of mental illness challenges
- Ability to maintain confidentiality
- Sensitivity to uniqueness of Program's physical and cultural environment (i.e. homeless population needs and services)
- Desire to make a difference
- Successfully carry out program critical duties assigned by the Program Manager or Director as needed
- Capability and commitment to represent members, the agency and the community in a professional and positive manner
- Capacity to ensure peer operations and activities are carried out according to organizational and program policies and procedures
- Ability to satisfactorily complete CPR/FIRST AID/AED training
- Punctual and reliable

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills of this position. All staff members may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Minimum Requirements

- High school diploma or equivalent is required
- Completion of Peer Specialist training highly desired
- Reliable transportation
- Satisfactorily pass background check and DOJ fingerprint clearance

Physical Requirements

Traverse – Regularly moves about the Center to oversee activities, collect office supplies and documents, meet with members in designated areas, kneeling and bending

Communicate and Interact – Exchange information and provide peer conversation for members in person and via virtual group meetings (Zoom)

Detect, identify – Frequently reviews hard copy documents, emails

Stationary position – Must be able to remain in a stationary position up to 40% of the time

Operate, Draft, Write, Compile – Consistently uses a computer to research, document, communicate

Transport - Occasionally lifts up to 20 lbs., carrying office supplies

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