

NORTHEAST INDEPENDENT LIVING PROGRAM INC.

Job Title:	<i>Part-Time Peer Specialist (.375 FTE)</i>
Reports to:	<i>Assigned Hub Manager</i>

Job Purpose:

The part-time Peer Support Specialist works 15 hours a week and serves as a peer mentor and community liaison for the NERLC. The Peer Support Specialist builds connections between its members and fosters a safe and welcoming environment in the NERLC peer-run groups within their assigned hubs.

Duties and Responsibilities:

Essential Job Functions:

- Facilitate weekly peer support groups that focus on mental health recovery and wellness
- Provide 1-1 peer support to members of the NERLC community, as needed
- Share personal recovery story to peers with the intent of building trusting and mutual relationships
- Regularly contribute to the expansion of the NERLC information and referral database to include other resources relevant to recovery, resiliency and wellness. This includes on-line resources, printed material, videos, audio, etc.
- Assist in the expansion the NERLC’s library of books and other printed material relevant to recovery, resiliency and wellness
- Respond to all calls, e-mails, faxes or other communication directed to the NERLC in a timely manner
- Provide up-to-date information, including specific contact names, for any individual seeking services related to recovery, resiliency or wellness in the Northeast DMH Area
- Document all requests for information and the subsequent referrals made
- As needed, locate sources for new information, provider sites and individual contacts to better meet the needs of those requesting information from the NERLC
- Assists in the monthly collection and reporting of data

Interpersonal Communication:

- Excellent consumer satisfaction skills with a commitment that all consumers seeking information will get the time and attention needed to satisfy their need for information
- A positive attitude with all consumers in order to achieve excellent consumer satisfaction outcomes
- Model integrity, personal and professional ethics and maintain confidential consumer and organizational data

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- Maintain a positive working relationship with consumers, co-workers, referral sources and others to achieve positive outcomes
- Maintain updated computer technology competencies i.e. Microsoft Word, Excel, Outlook, and WILD

Teamwork and Cooperation:

- Work as an effective team member in a collaborative manner through strong individual contribution and commitment
- Demonstrate effective communication and problem solving skills, both verbally, written, and in electronic formats

Workplace Performance and Professional Development:

- Achieves positive consumer relationships within his/her control, and contributes to a positive public image of the overall organization
- Maintains a positive work setting through planning and effective use of benefit time
- Commitment to continuous improvement strategies and demonstration of the knowledge, skills and abilities related to this position
- Participates in continuing education, training, and staff development opportunities
- Provides formal and informal transfer of knowledge and peer mentoring leadership

Qualifications:

- This position requires 2 evenings, 1 Saturday & 1 Sunday a month
- Previous experience facilitating peer groups preferred
- Must have completed, or be willing to complete, a WRAP & peer group facilitation training within the first 12 months of employment
- Sensitivity to and understanding of all types of oppression, particularly the issues faced by people who have been psychiatrically labeled
- Must be a peer with lived experience of mental health issues/trauma/extreme distress
- Must be able to work independently and as part of a team.
- Access to reliable transportation
- Bi-lingual/bi-cultural candidates are highly desirable

Direct Reports:

- N/A

Review Policy:

Supervisor will complete performance appraisal with employee at the completion of a six-month probation period. Job duties and assignments will be reviewed at this time. Thereafter,

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performance appraisals will be completed and reviewed annually. This is a part-time (15 hour a week) position that requires a quarterly rotation throughout the NERLC's 6 Hub service areas.

The Northeast Independent Living Program, Inc. is an equal opportunity employer and encourages persons with disabilities, women, and persons of color to apply for this position.