

Job Title: Peer Support Specialist

Reports To: Cody Angel, MSSW, TCADC, TCM

Job Summary: The Peer Support Specialist (PSS) is responsible for providing support to individuals experiencing instability and crisis situations. This role involves assisting with triage during walk-in crises, tracking interactions and data, and supporting daily operations within Community Services. The PSS will also oversee and facilitate programs, contribute to program development, and maintain a high level of professionalism in all interactions.

Key Responsibilities:

- Provide peer support to CCCS clients, offering guidance, encouragement, and assistance in accessing resources.
- Assist with crisis intervention and triage for walk-in clients, ensuring appropriate referrals and support.
- Maintain accurate and timely documentation of interactions with clients, including tracking data in Excel and other administrative systems.
- Support daily operations within Community Services by assisting with the food pantry, store, housing, donation sorting, or any other need that the agency may have.
- Oversee and facilitate programs designed to support individuals in need, including planning, implementation, and evaluation.
- Assist in the development of new programs and services to address community needs.
- Collaborate with other service providers, agencies, and stakeholders to ensure comprehensive support for clients.
- Maintain confidentiality and adhere to ethical guidelines when working with clients.
- Demonstrate professionalism in all interactions, including communication with clients, colleagues, and external partners.
- Participate in ongoing training and professional development to enhance skills and knowledge related to peer support and community services.

Qualifications:

- Lived experience relevant to the role and a strong commitment to peer support principles.
- No less than one year of sobriety.

- Experience in crisis intervention and familiarity with housing services being a plus.
- Strong administrative skills, including proficiency in Microsoft Excel and data tracking.
- Ability to manage multiple tasks and prioritize effectively in a fast-paced environment.
- Strong communication and interpersonal skills, with the ability to build rapport with clients and colleagues.
- Experience overseeing and facilitating programs or initiatives.
- Ability to work independently as well as collaboratively within a team.
- High level of professionalism, reliability, and discretion when handling sensitive information.
- Understanding trauma-informed care, harm reduction, and other evidence-based practices is a plus.

Work Environment: This position operates in a community services setting and may require occasional travel for meetings, training, or outreach activities. Versatility will be required of the candidate. This is a grant funded position thus; you will not be working in billable services.

Application Process: Interested candidates should submit a resume and cover letter detailing their qualifications and experience relevant to this role.