

Job Description

Department: Friendship House

Job Title: Peer Support Specialist

Reports to: Friendship House Manager

Job Purpose: This person will work in conjunction with the Manager and Activity Coordinator to provide support services and serve as a consumer advocate as well as help with developing and coordinating Friendship House programs and activities for the development and recovery of members, and will role model competency in recovery and ongoing coping skills.

Essential Duties and Responsibilities:

- Assist consumers in identifying personal goals for recovery and determine interventions based on these goals.
- Assist the consumers in determining objectives.
- Demonstrate and serve as a role model of recovery and ongoing coping skills.
- Lead as well as teach consumers how to facilitate recovery dialogues.
- Assist consumers in creating a Wellness Recovery Action Plan (WRAP).
- Utilize and teach problem solving techniques with individuals and groups.
- Teach consumers how to identify and combat negative self-talk and teach them how to identify and overcome fears.
- Provide and advocate for effective recovery based services.
- Teach and role model the value of every individual's recovery experience.
- Monitor and record daily attendance and provide monthly reports to manager.
- Provide support and offer referrals to other services for members as needed.
- Schedule and conduct new member orientation.
- Conduct Groups such as Peer Group and Depression Recovery.
- Complete all necessary paperwork for insurance and billing.
- Assist Manager with membership by monitoring who is in the building, deescalating situations when necessary, assisting members in seeking assistance, communicating with members through meetings and promoting Friendship House in the community.
- Ensure that only approved members attend Friendship House.
- When necessary, oversee the operation of Friendship House in the absence of the Manager and Activity Coordinator.

Additional Duties and Responsibilities:

- Accomplish all tasks as appropriately assigned or requested.

Competencies:

- Social Skills—the individual professionally interacts with members and models appropriate behaviors.
- Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts productive meetings.
- Written communication—the individual edits work for spelling and grammar, presents data effectively and is able to read and interpret written information.
- Leadership—the individual inspires and motivates others to perform well, accepts feedback from others.
- Quality management—the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
- Judgment—the individual displays willingness to make decisions, exhibits sound, accurate, and ethical judgment and makes timely decisions.
- Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Safety and security—the individual observes safety and security procedures and uses equipment and materials properly.
- Interpersonal skills—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.

Experience and Education:

Required:

- High school diploma or equivalent
- Diagnosed with a serious mental illness
- Knowledge of, and experience in working with adults with mental illness.
- Complete Peer Support Training and Certifications within 6 months of hire date.

Preferred:

- Knowledge of community resources
- Completion of National Career Readiness Certificate through Skilled Iowa

This job description is not intended to be all-inclusive and does not constitute a written or implied contract of employment. The employee will be expected to perform other reasonably related duties as assigned by the immediate supervisor and / or other management personnel.