



Job Description

Job Title: 988 Peer Support Program Coordinator
Responsible to: 988 Program Director
Responsibilities: The 988 Peer Support Manager is responsible for the oversight, program development, vision, and direction of the 988 Peer Support program.

Job Requirements:

- Master's degree in Social Services/counseling or related field
- Three years in recovery from a lived mental health and/or substance use experience
- Supervision experience preferred.
- Strong oral and written English language skills.
- Working knowledge of computers and software programs, proficient keyboarding skills.
- Offers of employment contingent upon acceptable background check.

Personal Qualifications:

- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups.
- Strong desire to provide non-judgmental, appropriate assistance to persons in need.
- Ability to effectively deal with complex issues.
- Ability to establish and maintain effective working relationships with program staff and service providers.
- Ability to effectively support individuals in their recovery process.

Specific Responsibilities:

A. Provide clinical direction and oversight to the Peer Support program

1. Develop and implement the 988 Peer Support program consisting of 988 Peer Support Specialists who are individuals with lived experience of mental health and/or substance use who provide non-clinical, strengths-based support to others facing similar challenges.
2. Be an active member of a multi-disciplinary team to provide support, coaching, and guidance.
3. Ensure that the 988 Peer Support program meets State of SD standards.
4. Engage with community crisis partners across the state to ensure the 988 Peer Support program is effectively serving the crisis response continuum.
5. Adhere to confidentiality and appropriate boundaries while providing peer support.
6. Accurately and efficiently document client interactions.

B. Provide staff management

1. Oversee staff management, including hiring, training, scheduling, supervising and evaluation of employee performance. When required, institute disciplinary action.
2. Provide support and guidance to staff. Foster a positive working relationship with the staff and agency.
3. Ensure staff communication is open and consistent.
4. Oversee staff adherence to policies and procedures and that competencies are maintained and exceeded.
5. Provide direct coverage as required/needed and participates in on-call rotation.
6. Ensure that processes are in place, along with support as needed, for debriefing and supporting staff.
7. Submit required reports and communication documents as needed.
8. Provide guidance and support staff wellness.

C. Respond to 988 Crisisline calls/texts/chats

1. Provide evidence-informed brief supportive counseling, crisis intervention and suicide prevention support to callers and/or chat/text visitors who are in emotional distress.
2. Conduct assessments in accordance to program policies & procedures.
3. Utilize resource referral database to provide information and referral assistance to callers seeking mental health and substance abuse services.
4. Provide follow-up to high-risk callers reporting suicidal and/or homicidal thoughts and behaviors.
5. Manage interactions to ensure appropriate level of support is provided in an efficient manner.
6. Accurately and efficiently document client interactions.

D. Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programs.
3. Participate in the agency mission, demonstrate team participation and a workplace philosophy that enriches staff's ability to reach goals and provide high level of customer service.

E. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified.

Employee Signature

Date

Supervisor Signatures

Date

Hours: Exempt full-time position. Primarily Monday-Friday, including day and evening, and occasional weekend hours.

Updated: September 2024