



Job Description

Job Title: 988 Peer Support Specialist (Full-time)
Responsible to: 988 Peer Support Program Coordinator
Responsibilities: The 988 Peer Support Specialist is responsible for providing non-clinical, strengths-based support to individuals experiencing or recovering from mental health and/or substance use problems.

Job Requirements:

- Bachelor's degree in Social Services or related field (preferred) or related experience.
- Demonstrated interest/skills in helping others achieve recovery goals.
- Minimum of two years in recovery from a lived experience with mental health and/or substance use.
- 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.
- Ability to support individuals in the recovery process and have knowledge of recovery support groups.
- Strong desire to provide non-judgmental, appropriate assistance to people 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 set and maintain boundaries with the callers.
- Continued focus and maintenance on your own well-being and personal recovery plan.

Specific Responsibilities:

A. Provide support to individuals experiencing or recovering from mental health and/or substance use problems

1. Provide non-judgmental, non-clinical, strengths-based support to individuals facing mental health and/or substance use challenges over the telephone.
2. Be an active member of a multi-disciplinary team to provide support, coaching, and guidance.
3. Connect individuals with community resources.
4. Assist with developing recovery strategies and goals while maintaining healthy boundaries.
5. Advocate on behalf of people with behavioral health problems.
6. Coordinate warm transfers to 988 Mental Health Counselors for intervention or support when applicable.
7. Participate in program evaluation to ensure projected goals are reached.
8. Adhere to confidentiality and appropriate boundaries while providing peer support.
9. Accurately and efficiently document client interactions.
10. Assist with data collection as requested.

B. Professionalism

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

C. Additional Duties

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

Employee Signature

Date

Supervisor Signatures

Date

Hours: Non-exempt full-time position. Hours vary 10am-10 pm seven days a week.

Updated: February 2025