

NAMI GREATER CLEVELAND JOB DESCRIPTION

Job Title: Peer Support Specialist	FLSA Status: Exempt
Reports To: Program Director	Grade:
Department: Family and Peer Support	Last Revision: 11/20/18
Approved By: Executive Director	Date: 11/21/2018

PURPOSE

Oversees and monitors all NAMI GC support groups and the Hospital Network programs with focus on promoting wellness and recovery from mental illness and/or co-occurring substance use by mentoring, sharing experiences and training peers, family and other volunteers.

ESSENTIAL JOB FUNCTIONS

Peer and Family Support

- Provide immediate attention to calls to the Information and Referral Helpline, or consumer walk-ins, and provide timely follow-up support as necessary.
- Facilitate peer support group(s) and act as back-up for volunteers and peer facilitators
- Attend appropriate Court Peer Development program sessions, as needed. Provide support to Court Peer Leaders (mentors) and Court Peer Support Specialist in Peer Development program.
- Gather documentation from courts and interface with court staff and Court Peer Leaders.
- Work with Court Peer Support Specialist to integrate Court program participants into other NAMI support groups, volunteer activities and events.
- Work with the court program participants and Court Peer Support Specialist to encourage and develop their skills to become Court Peer Development leaders.
- Assists in development of organizational policies and practices relevant to peer support.
- Assumes additional responsibilities and performs special projects as needed or directed.
- Complete routine outreach to encourage, inspire and empower NAMI Peers and family members in their recovery.

Program Management

- Facilitates Hospital network program (HNP) presentations and coordinates volunteers' visits to behavioral health hospital or treatment settings.
- Provides support and follow-up for Peer and Family Support facilitators, the Peer-to-Peer leaders and the Hospital Network volunteers.
- Maintain relationships with behavioral health hospital or treatment setting contacts.
- Work with the Family and Peer Education Coordinator to plan and implement courses and training for peer programs to be approved by Program Director.

- Work with the Family and Peer Education Coordinator to work on the peer program budget to be approved by Program Director
- Works collaboratively with all aspects of the organization in developing new programs

Volunteer Coordination

- Recruit and interview potential support group facilitators and hospital network volunteers in consultation with Program Director.
- Schedule volunteer facilitators for Hospital Network programs, peer and family support groups and other events as needed.
- Partner with the NAMI GC Speaker Bureau to ensure peers are trained and prepared to engage in the Hospital Network Program.

Training

- Provide recovery education to individuals for every phase of the recovery journey from pre-recovery engagement, recovery initiation, recovery stabilization, and sustained recovery maintenance.
- Trains Hospital Network Volunteers
- Attend all required training and educational programs to further enhanced job skills, as approved by the Program Director and/or NAMI GC Executive Director

Data management

- Collect data from family and peer department volunteers for support groups, peer courses, training attendance and Peer Development client roster, and provides this to the Family and Peer Education Coordinator to assist in preparation and delivery of reports to Program Director and/or NAMI GC Executive Director.
- Conducts support group evaluation visits twice a year and consults with NAMI GC Program Director regarding strengths and improvements needed in groups.
- Works with Program Director and/or NAMI GC Executive Director on developing and administering evaluations on peer and family programming, their effectiveness and need.
- Complete all written reports and maintain records assigned by Program Director and/or NAMI GC Executive Director.

Required Education, Licenses and Experience

- Bachelor's degree in Social Work or Psychology
- Ohio Certified Peer Recovery Supporter (or within 90 days completion of same)
- A valid driver's license and reliable transportation.
- Have worked, or volunteered, on full or part-time basis, for a consecutive 12-month time period immediately prior to submitting your application for this position.
- Working knowledge of mental health and drug and alcohol treatment practices

PREFERRED QUALIFICATIONS

- Bi-lingual (Spanish)
- Previous experience working with and supervising volunteers.

Knowledge, Skills, Abilities

- Ability to interact with staff, officials and the general public.
- Ability to relate to persons from diverse populations and/or living with a mental health condition.
- Demonstrated commitment to and advocacy for persons needing mental health services and their families.
- Proficiency with Microsoft Office applications and internet.
- High attention to detail, follow-up, problem-solving skills
- Good verbal and written communication skills,
- Ability to present oneself in a professional manner and demeanor
- Empathetic and active listening skills
- Ability to manage multiple tasks
- Ability to tactfully and effectively deal with public and staff in a personable and professional manner.
- Be self-motivated and have the ability to work independently
- Empathy and understanding of individual's unique path to recovery.
- Ability to work as and with teams, collaborating in the best interest of NAMI GC's values and consumer needs.

Individual must be able to:

- Work in both general office and community environments.
- Drive self to office and meetings, events, trainings and support groups located outside the NAMI GC offices and in the community.
- Work full-time position, including some weekend or evening hours.
- Attend organization sponsored events and meetings.
- Operate standard business office equipment.
- Occasionally lift or move up to 20 pounds.

This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of NAMI Greater Cleveland. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the job holder's responsibility.