



SHELTER. SUPPORT. SOLUTIONS.

## **Certified Peer Support Specialist – Part-Time Job Announcement**

### **Position Summary**

From homelessness to coming home, Pillars provides shelter, support, and solutions to address the housing needs in our community. This 15 hour per week Part-Time Peer Support Specialist reports to the Stable Housing Director and supports the Pillars Ascend program in Neenah, WI, 2 or 3 days per week, in the afternoon and early evening (between 2:00pm and 8:00pm), with occasional weekend hours.

The Certified Peer Support Specialist engages and encourages mental health peers in recovery, and provides peers with a sense of community and belonging, supportive relationships, and valued roles. A Certified Peer Support Specialist is someone who has lived experience with mental illness and/or substance use disorder.

### **Duties and Responsibilities**

The Certified Peer Support Specialist duties and responsibilities include but are not limited to the following:

- Provide afternoon and evening onsite support, with focus on developing and leading weekly programming as well as facilitating family style dinner meals two or three times per week. Responsibility for the meals includes planning, budgeting, shopping, preparing, and cleaning up.
- Assists the Ascend Case Manager in maintaining the Ascend Office Building, including cleaning up after meals.
- Establishes healing relationships with peers, and assists peers to understand the purpose of peer support and recovery models.
- Provides peers with the Substance Abuse and Mental Health Services administration (SAMHSA's) definitions of recovery and its components.
- Intentionally shares his or her own recovery story as appropriate to assist peers, providing hope and help in changing patterns and behaviors.
- Creates an environment of respect for peers that honors the person-centered planning in taking charge of their own lives.
- Is trauma informed; mutually explores with peers their experiences, and supports individuals in getting appropriate resources for help.
- Encourages peers to construct their own recovery/wellness plans that also include proactive crisis plans, and shares their plan to help peers in constructing their own versions.
- Supports peers in crisis to explore options that may be beneficial to returning to emotional wellness.
- Encourages peers to become self-directed, focus on their strengths, exercise use of natural supports, develop their own recovery goals and strengthen valued roles within their community.
- Supports peers in researching and locating resources that are beneficial to peers needs and desires.

- Understands and is able to explain the rights of peers.
- Establishes acceptable boundaries with peers. Revisits boundaries on an ongoing basis.
- Other duties as assigned.

### **Core Competencies and Qualifications**

- **Confidentiality** – Ability to maintain confidential information and safeguard the security of information of Pillars and our clients. Keep private information from unauthorized individuals, either within Pillars or others outside the organization.
- **Building Relationships** – Demonstrates exceptional relationship-building ability with volunteers, clients and consumers, tenants, agency partners, donors and potential donors, board and committee members.
- **Customer Service** – Manages difficult, emotional, and/or rapidly escalating situations; Responds promptly to need; Responds to requests for service and assistance; Meets commitments. Displays a positive attitude, demonstrates empathy and understanding, and interacts/presents solutions without judgment.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to other’s ideas and tries new things.
- **Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

### **Education and/or Experience**

- Wisconsin Mental Health Peer Specialist certification and formal training to support recovery or working toward obtaining these credentials
- High school diploma or general education (GED, HSED) required
- Previous experience providing peer support preferred
- Scheduling flexibility necessary for evening and some weekend assignments
- Group facilitation or co-facilitation experience preferred
- Knowledge of methods for creating wellness/recovery plans and teaching others to create the same
- Ability to travel locally, with access to a reliable vehicle and possess a valid Wisconsin driver’s license and automobile license

### **Compensation**

The Part-Time Certified Peer Support Specialist compensation is \$12.85 per hour

### **To Apply**

Send resume and cover letter to [tmezl@pillarsinc.org](mailto:tmezl@pillarsinc.org) or by mail to:

Tracy Melzl, Human Resources Assistant, Pillars, Inc., 605 E. Hancock Street, Appleton, WI 54911

*Pillars is an Affirmative Action Equal Employment Opportunity employer committed to achieving a diverse workforce and to maintaining a community which welcomes and values a climate supporting equal opportunity and difference among its members. All qualified applicants will receive consideration for employment without regard to race, national origin, color, religion, age, genetics, sex, sexual orientation, gender identity, disability or veteran status.*