



**Peer Support Specialist, Part-Time, at Pillars Adult Shelter and Pillars Adult & Family Shelter
Internal and External Job Announcement**

What is the position?

From homelessness to coming home, Pillars provides shelter, support, and solutions to address the housing needs in our community. The Peer Support Specialist engages and encourages peers in recovery from addiction and/or mental health issues and provides peers with a sense of community and belonging, supportive relationships, and valued roles. In this 20 hour per week position, the Peer Support Specialist will meet with clients at both the Pillars Adult Shelter and the Pillars Adult & Family Shelter, from 4-8pm Monday through Friday.

Essential Duties and Responsibilities:

- Has passion for the mission of Pillars and displays agency values: Respect, Collaboration, Empowerment and Grit.
- Establishes healthy, healing relationships with peers. Assists peers with understanding the purpose of peer support and recovery models.
- Provides peers with Substance Abuse and Mental Health Services Administration (SAMHSA's) definitions of recovery and its components.
- Shares recovery story as appropriate to assist peers, provide 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.
- Uses a trauma informed approach to mutually explore with peers their experiences and supports individuals in getting appropriate resources for help.
- Encourages peers to construct their own recovery/wellness plan that includes a proactive crisis plan. Shares their plan to help peers in constructing their own version.
- 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 the community.
- Supports peers in researching and locating resources beneficial to their needs and desires.
- Understands and explains to peers their rights.
- Establishes acceptable boundaries with peers. Revisits boundaries on an ongoing basis.
- Enters clients into HMIS as needed.
- Other duties as assigned

Core Competencies

- **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.
- **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.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

What are the requirements?

- High school diploma or equivalent required
- Wisconsin Mental Health Peer Specialist certification required
- Knowledge of methods for creating wellness/recovery plans and teaching others this practice
- Previous experience providing peer support preferred
- Ability to travel locally, with access to a reliable vehicle and possess a valid Wisconsin driver's license and automobile license

Work Environment

The Shelter Client Advocate must occasionally lift and/or move up to 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Current COVID Protocols

Masks are required to be worn by all employees in common areas. Masks are not required to be worn in offices if everyone in the office is vaccinated. COVID protocols are subject to change based on recommendations from the CDC and/or local health department recommendations.

Compensation

The compensation for this position is \$13.67 per hour. Benefits include a 401k retirement account and an Employee Assistance Plan.

To Apply

To apply, send resume and cover letter to TMelzl@pillarsinc.org

Or mail: Tracy Melzl, Human Resources Assistant, Pillars, Inc, 605 E. Hancock St, 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.