 

**Position:** Peer Support Specialist - Hope Haven Respite House (*Full Time/Part Time/Casual)*

**Organization:** NAMI Lake Superior South Shore (LSSS)

(Local Affiliate of the National Alliance on Mental Illness)

**About the Agency**

NAMI Lake Superior South Shore is an affiliate of the National Alliance on Mental Illness serving Douglas, Ashland, and Bayfield Counties in Northern Wisconsin. The agency works to support and empower everyone touched by mental illness, to eliminate stigma, and to nurture recovery through a wide variety of mental health support, education, and outreach programs. We envision a community free of stigma that supports and promotes mental health and recovery.

**About the Hope Haven Program**

The agency’s Hope Haven Peer Run Respite program, which is funded primarily through grant funding, provides a safe and welcoming environment with an opportunity for individuals experiencing emotional distress or crisis to grow and change through the support of others with lived experience. Hope Haven’s 4-bedroom peer run respite center is run by and for individuals who identify with lived experience with mental health challenges. The program provides 24/7 peer support, linkages to community resources, and improved outcomes and quality of life for callers and guests.

**Primary Responsibility and Accountability**

The Hope Haven Peer Support Specialists work collaboratively with Peer Support House's Respite Director, and Respite Team to make Respite services welcoming, comfortable, supportive, and responsive to our respite guests. Encouraged to use lived experience where comfortable in providing support, information, and assistance in connecting with and obtaining community-based resources and services.

**Essential Position Duties**The essential position duties include the following, though other duties may be assigned:

* Answer phones and greet respite guests upon arrival
* Check-in with and provide support for our respite guests where it is helpful and wanted, doing so from a place of mutuality and that otherwise encompasses organizational values.
* Assist with overseeing and supporting respite operational requirements, maintaining respite cleanliness, outdoor space, and respite peer support programs for overnight guests. This includes providing support to our peer support respite guests.
* Additionally, the Respite Peer Specialist would work as the guest liaison to access any activities from the community calendar and daily activities. Activities may include crafts, video games, cooking, gardening, and other activities.
* Ensure that those receiving support are having their needs met to the best of our ability and are connected to resources where appropriate. This position assures quality services are being provided, assists with making sure proper outcomes and quality guests experiences are taking place, and creatively works with the respite guests to bring awareness of and advocate for any resources and communities that may offer specific needs made aware by the respite guests.
* Understanding that everyone including yourself can experience tough, or “bad days" we do ask that when working a shift at the respite that Respite Peer Specialists engage all guests, and visitors professionally and personally, from a place that leads with kindness, honors mutuality, and is strengths based.
* Maintain the cleanliness of the common areas of the respite and the rooms once guests have departed from staying for overnight services.
* Create spaces and opportunities for respite guests to build community with one another and skill share.
* Collaborate with the Respite House Director and the Peer Support Team to be a sounding board and give input on respite operations.
* Commit to supporting guests of the respite and working individually to mitigate harm, acknowledge privileges as they may exist, take accountability for actions, and engage in ways that are non-violent and anti-oppressive.
* Other duties as assigned by the Respite Director.
* Attending Peer Support community gatherings and events where appropriate to learn about our other resources to connect respite guests to.

**General**

* Ability to use innovation to come up with effective and creative ways to amplify the peer voice and to challenge and change oppressive, discriminatory systems while advocating for those with mental health struggles.
* Communicating with the Respite Director and Respite Team to give updates on work being done and to advocate for support needed, either personally or professionally.
* Attend scheduled respite staff meetings when possible and required trainings
* Foster and maintain a work environment that promotes advocacy, safety, self-care, hope, inclusivity, innovation, mutuality, self-determination, and that leads with compassion.

**Qualifications**

* Must identify as a peer in recovery with experience navigating mental illness and/or substance use challenges.
* Ability to engage with and be affirming with diverse populations.
* Ability to work as part of a team and engage guests for extended periods of time.
* Experience working in peer services preferred.
* Proficient in computer and organizational skills.
* Willing to become a Certified Peer Support Specialist (CPS); we will work with and help new hires with certification upon hire.
* Must complete a level 2 background check.

*\*To perform this job successfully, an individual must be able to perform each essential position duty satisfactorily. The requirements listed here are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential position duties.*

**Benefits & Work Requirements**

* Hourly pay
* Evening and weekend work required
* Paid Time Off
* Paid holidays
* Casual work environment (dress according to the day’s calendar; casual wear often is appropriate)

**Compensation**

* $20.00 per hour starting wage with advancement opportunities based on funding availability and performance

NAMI Lake Superior South Shore is an equal opportunity employer. All employment decisions at NAMI Lake Superior South Shore are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, or belief, national, social or ethnic origin, sex, age, disability, sexual orientation, gender identity and/or expression, family or parental status. NAMI Lake Superior South Shore values diversity and encourages applications from all qualified individuals.