

Certified Peer Specialist - Part-Time

Job Location: Adult and Family Shelter - Appleton, WI

Salary Range: \$17.31 Hourly

Job Shift: Evening

Pillars is looking for a certified Peer Specialist to work with clients staying in our shelters for 5 four hour shifts per week (Part-Time, 20 hours / week), generally in the early evening hours, 4pm-8pm.

SUMMARY: From homelessness to coming home, Pillars provides shelter, support, and solutions to address the housing needs in our community. The Peer 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.

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, provides 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.
- **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.
- **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.

QUALIFICATIONS:

- High school diploma or equivalent required
- Wisconsin Mental Health Peer Specialist certification required
- Group facilitation or co-facilitation experience
- Knowledge of methods for creating wellness/recovery plans and teaching others this practice
- Previous experience providing peer support preferred

This position is expected to work inclusively and respectfully with a diverse community and practice civility in the workplace. In addition, this position requires strong oral, written, interpersonal, and organizational skills, demonstrated integrity, and the willingness to work independently and as part of a collaborative team. This position requires knowledge of Microsoft office suite and related technologies.

COMPLIANCE ACCOUNTABILITIES: The Peer Specialist must act in accordance with Pillars' policies and procedures, complete all required compliance training/continuing education within specified timeframe, and maintain a thorough knowledge of all internal operating procedures, as well as applicable laws and regulations.

WORK ENVIRONMENT: The employee 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.

COMPENSATION: The compensation for this Part-Time position is \$17.31 /hour. Benefits include a 401k retirement account and an Employee Assistance Plan.

TO APPLY:

Apply through our Careers Portal or send resume and cover letter to : Tracy Melzl, Human Resources Coordinator, 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, color, religion, national origin, sex, pregnancy status, sexual orientation, gender identity, gender expression, age, disability, physical condition, genetic information, veteran status, or any other characteristic protected by federal, state, or local law.