

FAMILY ELDERCARE
RRH Peer Support Specialist
Job Description



Job title: Rapid Rehousing Peer Support Specialist	Reports to: Rapid Rehousing Team Lead
Program: Financial & Housing Stability	Work Location: Rutherford Office / Remote
Position Status - Full-time FLSA Classification - Non-Exempt	Salary Range - \$24.00/hour

Rapid Rehousing is a housing first intervention designed to help individuals and families to quickly exit homelessness, return to housing in the community, and not return to homelessness. The RRH Peer Support Specialist provides individualized and flexible supportive services to RRH clients experiencing barriers to housing stability because of mental health and/or substance use.

The RRH PSS works with RRH clients and the RRH team to break down barriers of experience and understanding, as well as power dynamics, getting in the way of helping the client achieve and sustain long-term housing stability. The RRH PSS is well-versed in the process of recovery and has completed a recovery coach or peer support training facilitated by an entity both recognized by the Texas Health and Human Service Commission and certified under the Texas Certification Board. The RRH PSS provides supportive services that are person-centered, strengths-based, trauma-informed, and culturally appropriate.

Essential Duties and Responsibilities:

Draw on lived experience, personal recovery journey, and professional training to provide peer support to RRH clients in critical need of housing stabilization and retention services. Service delivery is focused on mitigating housing barriers caused by issues related to mental health and/or substance use by promoting recovery from homelessness while adhering to the underlying principles of hope and client self-determination.

The RRH PSS will:

- Establish healthy rapport with clients.
- Share personal recovery experiences in a positive and motivational manner.
- Provide information about and referrals to available resources.
- Identify strengths and explore methods for self-empowerment.
- Advocate with direct service providers, housing agents, and employers.
- Collaborate to develop client-directed recovery strategies.
- Encourage engagement with appropriate supportive services and resources.
- Assist with integration into recovery community of client's choosing.
- Collaborate with client and RRH case management team to develop individualized service plans that are participatory, comprehensive, and build on client strengths, promoting long-term housing stability and supporting safe and humane environments free from abuse, neglect, and exploitation.

- Maintain organized hard and electronic client files, document work accurately and in a timely fashion and in adherence to data standards and program requirements which may include proof of client eligibility, proof of services, reporting and deadlines. Stay up to date on data standards and program requirements as they change.
- Assist clients in applying for and enrolling in public benefit programs.
- Develop an understanding of local housing resources, social service organizations, and government benefits and entitlements.
- Identify, refer to, and collaborate with internal & external partners to design and support individualized and client-centered outreach efforts, and transition and exit plans.
- Engage in RRH teamwork functions and cooperate to provide a professional work environment, staff cases, address program needs, and review community resources.
- Attend and participate in staff meetings, trainings, and agency activities.
- Perform special projects as assigned.

Minimum Requirements:

- Completion of a Recovery Coach or Peer Support Specialist training facilitated by an entity both recognized by the Texas Health and Human Service Commission and certified under the Texas Certification Board
- At least one year experience working with special populations; aging and homeless adults with disabilities
- Experience with community services, resources, and entitlements
- Proficient in Microsoft Office Software applications and Outlook 365 features
- Reliable transportation with valid Texas Driver's License and active auto insurance
- Clear multi-state criminal history and motor vehicle driving record

Working Conditions/Physical Requirements:

- Work occurs in the office setting, client residence, and other remote locations
- Direct interactions with clients, including frequent contact with clients who are formerly homeless, have a mental illness, are struggling with addiction, and/or have experienced trauma
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards
- Must be able to lift, carry, push, pull up to 20 lbs; but Family Eldercare will consider reasonable accommodations as needed.

Competencies:

- Ability to perform needs assessments and make appropriate referrals
- Ability to interact in a professional manner in person, electronically, and by telephone
- Ability to develop productive relationships with clients
- Ability to produce quality work while adhering to contract requirements
- Ability to work independently with minimal supervision and work efficiently
- Ability to be flexible and quickly prioritize responses to changing needs of clients
- Ability to make constructive use of professional supervision
- Strong organizational, interpersonal, and communication skills
- Efficiency with Microsoft Office Software applications

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee signature:

Date: