



FAMILY ELDERCARE

Peer Support Specialist

Job Description

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| Job title: Peer Support Specialist | Reports to: Senior Program Coordinator |
| Program: Financial and Housing | Work Location: Multiple Locations |
| Position Status - Full-time FLSA Classification - Non-Exempt | Salary Range - \$25.52 - \$26.52/hour |

Job Summary:

The Peer Support Specialist (PSS) provides individualized and flexible supportive services to Permanent Supportive Housing (PSH) clients experiencing barriers to housing stability because of mental health and/or substance use. The Peer Support Specialist may also work with Rapid Rehousing (RRH) clients.

The main role of the Peer Support Specialist (PSS) is to assist clients who are currently or have previously experienced homelessness and are dealing with mental, physical health, and/or substance use issues in achieving their desired life goals. Services are provided in a person-centered, trauma-informed, and culturally and linguistically appropriate manner. The PSS serves as a role model for recovery, sharing their own experiences to instill hope and engaging clients through education, advocacy, and outreach activities.

The PSS collaborates with clients to overcome obstacles in their journey towards long-term housing stability by addressing barriers related to experience, power dynamics, and understanding. They possess a strong understanding of the recovery process and have completed training as a recovery coach or peer support specialist through an organization approved by the Texas Health and Human Services Commission and certified by the Texas Certification Board. The Peer Support Specialist offers individualized, strength-based, trauma-informed, and culturally sensitive support services.

Essential Duties and Responsibilities:

Utilize personal experiences, professional expertise, and training to offer peer support services to clients facing challenges with housing stabilization and retention. The PSS focus is on addressing housing obstacles stemming from mental health and/or substance abuse issues, with a goal of facilitating recovery from homelessness. Our approach is grounded in principles of hope and client empowerment. The PSS will:

- Develop positive relationships with clients.
- Share personal experiences of recovery in a positive and motivational way.
- Provide information on available resources and make appropriate referrals.
- Help clients identify their strengths and explore ways to empower themselves.
- Advocate on behalf of clients with service providers, housing agencies, and employers.
- Work collaboratively to create recovery strategies tailored to each client's needs.
- Encourage clients to connect with support services and resources.
- Assist clients in becoming part of their chosen recovery community.

- Develop and facilitate workgroups at onsite PSH locations.
- Collaborate with clients and case managers to create personalized service plans that utilize their strengths, aiming to promote long-term housing stability in safe and supportive environments.
- Maintain well-organized client files, accurately document work in a timely fashion in adherence to data standards and program requirements.
- 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 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 other tasks and special projects as assigned.

Education and/or Work Experience Requirements:

- Previous employment as a Peer Support Specialist or similar role is preferred.
- 1 year experience working with marginalized populations which must include people experiencing homelessness is required.
- High school diploma or GED is required.
- Bachelor's degree is preferred.
- 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 certificated under the Texas Certification board is required.

Working Conditions/Physical Requirements:

- Work occurs in the office setting, client residence, shelters, supportive housing locations, other locations, and remotely.
- Direct interactions with clients, including frequent contact with clients who are currently or formerly unhoused, have a mental health diagnosis and/or substance use disorder, 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:

Any combination of the suggested education and experience will be considered for this position. In addition, the following will be considered:

- Commitment to Housing First and Trauma Informed Care principles and ending and preventing homelessness and housing instability.
- Bilingual and/or American Sign Language is a preferred skill.
- Demonstrated ability to work under pressure and meet deadlines while maintaining a positive attitude and providing exemplary customer service
- Ability to exercise sound judgement, diplomacy, and maintain good working relationship across the organization and with community collaborators.
- Proficiency in Microsoft Office Suite including SharePoint
- Knowledge of community-based services and resources -AND/OR public benefits programs.

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: