

**NEWCAP, Inc.
1201 Main Street
Oconto, WI 54153**

JOB DESCRIPTION

JOB TITLE: Certified Peer Support Specialist
FLSA STATUS: Non-Exempt
JOB GRADE: Full-Time
REPORTS TO: Deputy Housing Director
PAY RANGE: \$20.00

GENERAL SUMMARY:

- ❖ Engages and encourages mental health peers in recovery.
- ❖ Share hope for recovery and wellness
- ❖ Facilitate peer's access to employment services in the community; assist peers with job searching, job placement, interview preparation, resume modification, and promote job retention
- ❖ Perform outreach efforts to raise visibility and create relationships with employers
- ❖ Provide agency intake support

AGENCY EXPECTATIONS:

1. Adhere to agency policies and procedures.
2. Exceptional communication and organizational skills.
3. Maintain a positive and respectful attitude.
4. Demonstrate flexible and efficient time management and ability to prioritize workload.
5. Consistently report to work on time prepared to perform duties of position.
6. Has a strong work ethic having the needs of the organization and the peers as the primary priority.
7. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
8. Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
9. Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- ❖ Provide direct peer support to peers
- ❖ Create relationships with employers to familiarize them with Newcap programs.
- ❖ Assist peers to understand the purpose of peer support and recovery models. Provide hope and encouragement in to peer.
- ❖ Assist peers to internalize a positive self-image and corresponding courage to demonstrate the talents and abilities that are uniquely their own.
- ❖ Understand and be able to explain the rights of the peers.
- ❖ Understand the Certified Peer Specialist role and fully participate as an integral part of the professional recovery team.
- ❖ Accurately, respectfully, punctually complete all required documentation.

Peer Support

- ❖ Collaborate with peer's Case Manager to understand and learn more about the peer's dream map and goal plan
- ❖ Lend unique insight into mental health and/or substance use and what makes recovery possible
- ❖ Assist in supporting their peers, even in crisis situations.
- ❖ Work with peers on a one-on-one basis to provide education, guidance and referrals tailored to each peer's unique circumstances.
- ❖ Develop and review weekly job activities for peers; and conduct peer meetings within the community when necessary
- ❖ Facilitate peers' access to employment services in the community;
- ❖ Assist and coach peers with job search, job placement, interview preparation, resume modification, and promote job retention
- ❖ Collaborate with Newcap Coaching Team to connect peer and peer's family to all programs and resources they need to achieve their goals and dreams
- ❖ Assisting with building social skills in the community and teaching self-advocacy skills to support success within the workplace and in the community.

Agency Intake:

- ❖ Take calls from clients in need of agency programs, ask screening/qualification questions.
- ❖ Provide intake services to those who present in-person
- ❖ Refer to appropriate agencies or begin application process by sending application packet.
- ❖ Maintain knowledge of all Newcap programs and related community programs and services.
- ❖ Provides support and direction for people as they transition from homelessness to housing

Collaborations and Connections

- ❖ Collaborates with peer run-organizations, local school districts and colleges, in presenting educational seminars.
- ❖ Maintain relationships and network with other community-based service providers.

- ❖ Refer to appropriate agencies or begin application process by sending application packet.
- ❖ Develops outreach programs and strategies to bring awareness to the communities Newcap serves in an effort to expand services and connections.

WORKING CONDITIONS:

This work is generally performed in an office environment but often in the community, meeting our peers and partners where they are located. Some overnight and out of state travel may be required.

MACHINES, TOOLS, EQUIPMENT:

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone, office equipment.

MINIMUM QUALIFICATIONS:

- High School Diploma
- Wisconsin Certified Peer Specialist Certificate
- Identify as a person living with mental illness and/or a substance use disorder and is engaged in their personal recovery.

ABILITIES REQUIRED:

- Cultivate empowering and supportive relationships
- Use self-disclosure and their own lived experience as a valuable tool
- Provide information about community and recovery-oriented resources upon request
- Value self-determination as a guiding ethical principle
- Facilitate person-centered goal setting
- Communicate effectively with their peers, other team members, and clinicians
- Create an environment of respect for their peers and those with lived experience
- Seek to understand the roles culture, community, and identity play in their peers' lives
- Practice trauma-informed approaches in their peer relationships and work places
- Affect positive change in systems
- Ability to prioritize tasks and inform supervisor of issues that arise relating to overall welfare of peers.
- Knowledge of general community resources related to housing, healthcare, employment, and peer-delivered services.
- Knowledge of and adherence to the CPS Code of Ethics.
- Knowledge of mental illness and substance use disorders.
- Knowledge of various models of recovery used in the mental health and substance use fields.
- Computer skills
- Ability to perform tasks with minimal supervision or oversight.
- Ability to exercise good judgement and decisions.
- Ability to provide culturally sensitive and age-appropriate services.

- Work collaboratively with Newcap coaching team to maximize experience for peer and family

SPECIAL REQUIREMENTS:

- Must possess a valid driver's license.
- All Newcap staff undergo a background check
- Must be able to maintain the confidentiality of any information encountered.

PHYSICAL DEMANDS:

Employee must be able to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Reasonable accommodations may be provided to perform the essential duties as described.



Newcap, Inc. is an Equal Opportunity Employer