



## Peer Support Specialist

### Job Description

**Objective:** Housing for New Hope connects our neighbors to housing and hope. The Peer Support Specialist will serve as a key member of the Campus-based Supportive Housing Team and will bring a commitment to providing excellent supportive services to clients during their transition from homelessness to permanent housing. The Peer Support Specialist will engage in highly individualized services in the community and promote the self-determination and decision-making abilities to homeless individuals and families as they take their next step in their journey to stable housing: long-term rental in an apartment or house. The Peer Support Specialist will provide ongoing supportive services tailored to client needs connecting housing stability and mental wellness.

**Reports to:** Campus-based Supportive Housing Program Manager

**Team:** Supportive Housing with caseload drawn from Streets to Home, and/or Williams Square and Andover

**Status:** Full-time

### Responsibilities:

- 1) Facilitate individualized services to program clients that meet the diverse needs of the client and focus on the discharge-planning goal.
- 2) Instruct clients in daily living skills, socialization skill enhancement and conflict resolution.
- 3) Assist in clarifying mental health and recovery goals as appropriate.
- 4) Teach and reinforce effective coping strategies and symptom management skills.
- 5) Assist and support clients to carry out daily activities such as personal hygiene, nutrition education, meal planning, grocery shopping, food preparation, and other household duties.
- 6) Work side by side with client to assist, teach, and empower with financial management skills, access to needed entitlements/benefits, access reliable transportation, and connect to needed health services.
- 7) Advocate on behalf of clients with outside service providers.
- 8) Provide supportive services to increase interpersonal relationships and leisure skills.
- 9) Assist in maintaining up-to-date, accurate individual case records on each assigned client.
- 10) Network with community service providers to identify programs and resources that will increase client skills and establish goals (life management skills, educational and/or career goals, financial management skills, health and wellness goals, and decision-making skills).
- 11) Ensure consistent contact with clients based on assessed needs, program policies, and funding guidelines. Client engagement will include on-site home visits.

- 12) Participate in agency trainings, meetings, and special events.
- 13) Attend regularly scheduled staff meetings and supervision as well as in-service training and development activities.
- 14) Attend case management meetings with Durham Continuum of Care and other community partners, as appropriate.
- 15) Other duties as assigned by supervisor.

**Qualifications:**

- High School Degree or Equivalent
- **Peer Support Certificate required (or to be obtained within 30 days of hire)**
- 1- 2 years experience working with homeless or low-income individuals or families (preferred).
- 1-2 years experience working with individuals with a mental health diagnosis.
- Flexible work hours.
- Ability to utilize appropriate tools and approaches for empowering clients (ie. Motivational interviewing)
- Self-knowledge to manage their mental illness and be well along in their recovery.
- Excellent written and verbal communication skills.
- Ability to work effectively both independently and as part of a team.
- Demonstrate maturity and professionalism even in stressful situations.
- Outstanding capacity to build strong relationships with a diverse range of clients, colleagues, and community partners.
- Compassion for people who are struggling with a variety of challenges, including homelessness, mental health, and/or substance abuse.
- Commitment to an empowering, client-centered approach to peer support.
- Flexible and adaptable work style.
- Familiarity with Durham's social service providers and community resources is preferred.
- Valid NC driver license and car insurance with a willingness to travel in the community and transport clients as needed.

**Compensation:** \$18.46 -\$20.19 hourly range

**To apply:** Submit one document that includes your cover letter and resume via email to:

Tamaira Johnson  
HR Manager  
Housing for New Hope  
[jobs@housingfornewhope.org](mailto:jobs@housingfornewhope.org)

Applications review will begin immediately and continue until the position is filled.

Academic, MVR, and criminal checks will be conducted before final offer is made.

***Housing for New Hope is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit, and business needs.***