



## **Certified Peer Specialist (PT, FT)**

(at aptihealth, inc.)

**LOCATION:** Troy, NY

### **Life at aptihealth**

The aptihealth team are health care, technology, research, and user experience experts passionate about transforming behavioral healthcare. Everything we do at aptihealth is centered around our mission to revolutionize care and to ensure that the millions of people who need and deserve it have access to it. As a curious and collaborative teammate, someone excited about tackling the hard problems in healthcare and technology, you will play a key role in making that mission a reality. Together, we'll create and innovate transformative behavioral healthcare – for millions of people.

### **What We Offer**

- The opportunity to make life better for millions of people
- An environment of positive and super smart colleagues
- Turning innovative ideas into real-world results
- Encouraging curiosity and collaboration
- Priding ourselves in being diverse and inclusive
- Fostering a company of trust & accountability
- Competitive pay and benefits
- Investment in our team with continuous learning opportunities
- Balancing extraordinary work with your personal life
- Flexible working hours and lots of freedom in your work habits
- Embracing social responsibility with time off to serve your community
- Opportunity for health and retirement benefits with full-time employment

### **Role**

As a Peer Specialist you will be part of a care plan team for a select group of members to provide transformative care for people living with Severe Persistent Mental Illness. You will be responsible for communicating directly with members, fulfilling reach-outs by phone each weekend. You will engage with members, serving as a role model, mentor, advocate and motivator to recovery. You will provide support from a peer-perspective: someone who has first-hand experience with an SPMI diagnosis and/or addiction. You will share personal stories and listen to members. You will also document conversations, assess member urgent needs and escalate as necessary.

If you want to partner with a company that is engaging smarter for better outcomes, ultimately impacting the lives of millions of people, then this is the role for you. You'll be happy here if you have a passion for insight, execution, results, and moving fast.

## **Responsibilities**

- Reach out to members by phone daily (each weekend)
- Engage with members. Provide encouragement, check-in on goal progress, and answer questions.
- Develop meaningful, trusting relationships with members and continually support.
- Assess member status and escalate urgent matters as necessary
- Document conversations and engage with the care plan team as necessary.

## **Requirements**

- NYS Certified Peer Specialist Certification, level 1 or 2
- At least one year of Peer Specialist experience working with adults age 18+ with an SPMI diagnosis
- Current or former recipient of mental health services
- Knowledge in recovery and overcoming the challenges resulting from a diagnosis of mental illness
- Commitment to one's own continued recovery
- Ability to work in a virtual environment independently
- Ability to share personal struggles and stories of success
- Excellent verbal and written communication skills, including active listening, in local language
- Excellent attention to detail
- Ability to handle member needs with compassion and care
- Passionate about being a trusted partner to transform behavioral healthcare
- Results driven -- documented success in exceeding goals and objectives
- Ability to thrive in a fast paced, constantly changing environment
- Strong interpersonal and relationship building skills
- Demonstrated commitment to the core values of the company
- This role consists of four-hour shifts both during the workweek and on weekends

## **About aptihealth**

aptihealth, inc. is a behavioral health engagement company that seamlessly integrates physical and behavioral healthcare. Our platform connects medical providers, behavioral health specialists and patients with our proprietary assessment and treatment management protocols to get and keep patients healthier faster. aptihealth's structured therapy programs are centered on its proprietary 15 Life Domain Clinical Framework® that efficiently provides collaborative care teams with the most thorough understanding of a patient's behavioral health needs. The aptihealth platform connects patients and their care teams with licensed behavioral health specialists who provide 90-day and extended care therapy by phone or video supported by an easy-to-use consumer friendly digital experience. The aptihealth program is evidenced to get individuals into therapy faster and clinically

proven to improve both behavioral and medical outcomes while lowering overall cost. aptihealth's investors include Hudson River Capital Holdings, KASA Investments and Timber IV.

At aptihealth, we don't just accept difference—we celebrate it, we support it, and we thrive on it for the benefit of our team, products and community. aptihealth is proud to be an equal opportunity workplace and is an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. If you have a disability or special need that requires accommodation, please let us know by contacting us.

To all recruitment agencies: aptihealth does not accept agency resumes. Please do not forward resumes to us, our team members or any other organization location. aptihealth is not responsible for any fees related to unsolicited resumes.

For more information, please contact us at:

aptihealth, inc.  
200 Portland Street, 5th Floor  
Boston, MA 02114  
(888) 454-3827  
<https://www.aptihealth.com/>

**Olivia Orsino**  
Human Resource and Administrative Coordinator  
[olivia@aptihealth.com](mailto:olivia@aptihealth.com)