



Job Description: Peer Support Specialist
Full-Time, Non-Exempt Position

About Vibrant Emotional Health: Formerly the Mental Health Association of New York City (MHA-NYC), Vibrant Emotional Health's groundbreaking solutions have delivered high quality services and support, when, where and how people need it for over 50 years. Through our state-of-the-art technology-enabled services, community wellness programs, and advocacy and education work, we are building a society in which emotional wellness can be a reality for everyone.

Position: Peer Support Specialists have experienced either mental health/substance abuse concerns themselves and/or have supported family members through their experiences, and have familiarity in navigating the mental health/substance abuse services system(s). Peers use their experiences to support and empower others in their recovery and help persons improve their overall wellbeing. Peers provide peer support services to individuals who contact the NYC Well program by telephone, SMS text messaging, and/or web chat.

Major Duties and Responsibilities:

- Provide evidence-informed support to callers and/or chat/text visitors
- Work with a diverse population of callers and chat/text visitors in a mutually respectful manner, using a strengths-based approach
- Manage interactions to ensure appropriate level of support is provided in efficient manner
- Adhere to policies and procedures for each service offered by program
- Accurately and efficiently document client interactions
- Meet or exceed established key performance indicator goals
- Utilize telephone, SMS texting, and/or web chat to interact with callers
- Provide a warm hand off to NYC Well Counselors for individuals in crisis or in need of behavioral health referrals

Required Skills:

- Ability to motivate callers courteous, empathic, and professional manner
- Comfortable serving as a role model of personal recovery
- Lived experience as a person in recovery from mental health challenges or substance use or a parent or caretaker of a child with serious emotional or behavioral challenges who has successfully navigated the child serving system
- Active listening skills to establish working alliance with callers and/or chat/text visitors
- Superior communication skills to convey information clearly, accurately, and completely
- Ability to maintain professional demeanor when handling difficult contacts
- Efficiency with balancing pace and flow of conversation and call time
- Strong work ethic, particularly in team setting

Qualifications:

- Must be certified or eligible for certification as a Peer Support Specialist, Family Advocate, Certified Addiction Recovery Coach, or Certified Recovery Peer Advocate through NYS Office of Mental Health (OMH) and/or NYS Office of Alcohol & Substance Abuse (OASAS). If not certified, demonstrated progress toward certification strongly preferred.
- Bachelors degree or equivalent experience working in healthcare contact center and or mental health capacity preferred. Supportive counseling and/or mental health information and referral services experience a plus.
- Applicants should be comfortable working independently and as part of a team in a collegial group environment.
- Bilingual skills (Spanish/English or Cantonese/Mandarin/English) are preferred.
- National Provider Identification number required by date of hire; instructions for securing NPI number will be provided.