



**Position Title**                    **PEER SUPPORT SPECIALIST**

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 Overview:**

This is an ideal position for individuals who are interested in helping others and contributing to their community. NYC Well is New York City’s free, confidential support, crisis intervention, information and referral service for anyone seeking help for mental health and/or substance use concerns, available 24 hours a day, 7 days a week, 365 days a year via phone, text and internet chat. It was launched in October 2016 as part of Thrive NYC. NYC Well’s core services include suicide prevention, behavioral health crisis counseling, peer support, information about and referral to crisis and ongoing mental health, and substance use-related services.

NYC Well 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). Specialists use their experiences to support & empower others in their recovery and help persons improve their overall wellbeing. Peer Support Specialists provide peer support services to individuals who contact the NYC Support program by telephone, SMS text messaging, and/or web chat.

**Job 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 Support Counselors for individuals in crisis or in need of behavioral health referrals

### **Reporting Relationship**

Reports to: Peer Supervisor

### **Required Skills:**

Must be certified or eligible for certification as a Peer Support Specialist or Family Advocate through NYS Office of Mental Health (OMH) and/or NYS Office of Alcohol & Substance Abuse (OASAS). **If not certified, demonstrated progress toward Peer Support Certification must be completed within 12 months of hire.** A Bachelor's 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.

### **Qualifications:**

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### **Physical and Sensory Requirements**

- Mostly sedentary work; using standard office equipment including: a computer, keyboard, and telephone
- Ability to work collaboratively with staff, residents, families, service providers and others
- Ability to remain calm and composed under stress
- Ability to respond to telephones and other auditory stimulation
- Ability to evaluate/interpret information and make independent judgment/decisions