



Job Description: Peer Support Specialist (Bachelors-Level)

Full-Time, Non-Exempt Position

About MHA-NYC: MHA-NYC's contact center is embarking on NYC Support, an exciting new initiative to connect individuals to mental health services when, where and in the manner that best meets each caller's needs. This initiative will include a peer support warmline and will result in several peer staffing opportunities over the next several months. The contact center currently provides crisis intervention and information and referrals to over 10,000 people every month and we expect this number to continue to grow. The peer support line is an important addition to these services. MHA-NYC has been a leader in providing peer support and advocacy in our direct service programs for over 20 years.

Position: Peer Support Specialists have experienced mental health concerns themselves and/or have supported family members through their mental health experiences, have experience navigating the mental health services systems, and use their experiences to support and empower others. Peer Support Specialists provide peer support services to individuals who contact the NYC Support program and would like to speak with a peer who can provide support to assist the caller in their recovery and help the caller live a self-directed life and improve their health and wellness. Peer Support Specialists interact with clients 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 Support 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 abuse 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 or Family Advocate. If not certified, demonstrated progress toward Peer Support Certification strongly preferred. 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.

Interested applicants should submit resume and cover letter to Florence Kirley at Careers@mhaofnyc.org.