

POSITION TITLE: Peer Support Specialist – Community Shuttle
Hiring Range: \$14/hr - \$16/hr

Classification: Full-Time
FLSA Status: Non-Exempt

SUPERVISED BY: General Services Director

Location: Albuquerque, NM

JOB SUMMARY: The Peer Support Specialist is a unique position that uses personal experiences to develop meaningful and trusting relationships with Veteran and non-Veteran clients, acting as a mentor or “battle buddy”. As someone who successfully managed their own recovery and struggles, the Peer Support Specialist provides clients an example of what they can strive to achieve. They work to build a community of support that fosters open communication for those struggling and needing a listening ear. Your role will be to provide services as part of our Community Support Shuttle. This program is a key component of providing services to the homeless in our community and works daily with another team member to provide a fixed route transportation service that helps connect riders with key community resources and services. By talking with riders, the PSS will help to grow relationships that encourage seeking out help, without judgement, and changing the lives of those who are truly looking for a way out of homelessness or connection with resources for mental illness, substance use, and other programs. Peer Support Specialists connect with various community organizations and resources to provide additional support, particularly as they transition from transitional living and into permanent housing options. This can include assisting case management teams locating healthcare, housing, job assistance, and additional treatment services, as well as support in finding or re-integrating with friends, family, and outside communities. They are highly compassionate individuals who have excellent communication and interpersonal skills, and can relate to the most difficult personalities. It is crucial to their role that they be capable of building trust and forming impactful relationships by using their first-hand experience to connect more deeply with the Veteran. Training or certification in Peer Support will be paid and provided by the organization.

ESSENTIAL JOB FUNCTIONS:

- Assist riders in connecting with essential community resources and services for the mentally ill, those suffering from substance use, homelessness or other struggles
- Serve as a mentor and role model demonstrating competency in recovery, effective coping skills and self-help strategies
- As a consumer advocate, provide consumer information and help advise on overcoming barriers to attaining effective community support
- Ability to publicly acknowledge and share personal recovery experiences and provide support to other persons-in-recovery
- Work collectively with another team member while operating a 15-passenger Community Support Shuttle operating a fixed route in the downtown Albuquerque corridor
- Establish and maintain professional relationships with clients, co-workers, supervisors, family members and the general public
- Act as backup drive, when needed
- Perform other related duties as assigned

Preference given to eligible Veterans and Immediate Veteran Family Members

NMVIC is an Equal Opportunity Employer

Minimum Qualifications	High School Diploma or GED
	One (1) to Two (2) years of experience working with vulnerable populations
	Personal experience relevant to the services provided
	Ability to operate a 15-passenger shuttle bus and assist disabled riders with ADA lift
	<i>* Experience may be substitute in lieu of educational requirements</i>
Preferred Skills	College degree or equal combination of education and experience
	Two (2) or more years' experience in community outreach with vulnerable populations
	Training or certification in behavioral health challenges including mental illness, domestic violence, & addictive behaviors
	State or national certification in Peer Support and/or Peer Recovery techniques
KNOWLEDGE, SKILLS & ABILITIES	
Client-Focused	<ul style="list-style-type: none"> • Attend formal and informal, in- and out-of-state, training on mental health, crisis intervention, advocacy and other topics that enable you to perform your duties • Show empathy when addressing client problems or issues • Complete ongoing training to improve knowledge, skills and abilities that promote awareness and appreciation of cultural diversity and the needs of persons served
Judgment and Decision Making	<ul style="list-style-type: none"> • Evaluate conversations and determine eligibility for programs, needs, and services • Use ethical, honest and logical judgment when making recommendations for enrollment of Veterans or Families into VIC programs and services
Communication	<ul style="list-style-type: none"> • Communicate effectively both orally and in writing • Convey the mission of the VIC and the need of at-risk and homeless Veterans & Families • Track and maintain written records and reports of work and outreach efforts • Represent the team and organization during community meetings and forums that can address the needs of the Veteran population
Technical Skills	<ul style="list-style-type: none"> • Knowledge of the signs and symptoms of mental illness and the ability to assist the client to address symptoms using strategies such as positive self-talk • Knowledge of community behavioral health services, agencies and support groups • Apply effective de-escalation techniques for Veterans in crisis and connect them with ongoing services to address their mental health needs
Teamwork	<ul style="list-style-type: none"> • Participate in community meetings that use a collective approach to problem-solving • Manage individual workload and provide support to team members when needed
PHYSICAL REQUIREMENTS	
Frequent	Work with clients in crisis or extreme mental distress living in homelessness
Frequent	Drive safely and recognize hazards, including 15 passenger vehicle
Occasional	Work in difficult weather and environments
Occasional	Work with other teams providing Peer Support to Veterans and their families
ADDITIONAL REQUIREMENTS	<ul style="list-style-type: none"> • Valid US Driver License, Proof of Current Insurance, Use of Reliable POV • Clean Motor Vehicle Driving Record – no more than 2 moving violations or license suspension in the past 3 years
	<i>* Criminal History does not automatically exclude applicant from potential hiring</i>
WORKING CONDITIONS	Indoor: 25% - Office environment
	Outdoor: 75% - All weather conditions and variable temperatures