



Emma Norton Services  
Job Description

Title: **Peer Support Specialist**  
Status: **Part-time; Non-Exempt**  
Location: **St. Paul, Minnesota**  
Supervisor: **Program Manager**  
Direct Reports: **None**  
Compensation: **Starts at \$14.00 per hour**

Organization

Emma Norton Services works with women, children, and families who are on their journey of recovery from homelessness, mental illness, chemical dependency, and other life stressors. Emma Norton Services provides safe, permanent housing in combination with programs and support services, through a housing first and harm reduction model, to provide an environment where victory over homelessness, mental illness, and chemical dependency is possible.

Purpose

The peer support specialist (PSS) uses a non-clinical approach that helps recipients discover their strengths and develop their own unique recover goals. The PSS models wellness, personal responsibility, self-advocacy and hopefulness through appropriate sharing of his or her story. Programming provided at Emma Norton provides stability, education and awareness, with Harm Reduction and Housing First practices integrated throughout the services.

Responsibilities

1. Client Engagement

- Serves as a mentor and role model to clients to promote engagement in mental health and housing search services.
- Works collaboratively with other team members and client to identify goals and create a person-centered service plan.
- Models a recovery approach and demonstrate coping skills.
- Works alongside clients to develop skills in socialization, problem solving, self-awareness and awareness of others
- Provides instruction, modeling and feedback in the area of supportive living skills, including modeling completion of chores.
- Ensures safety and well-being of client community through communication of information, concerns, questions and physical building campus safety
- Ensures confidential information is protected and shares confidential information only as necessary
- Assists in responding to and managing client crises and conflict as trained
- Gives clients their medication and mail at their request



2. Fosters a positive and engaged community
  - Supports the resident community to increase community building skills and community membership skills
  - Assists participants as needed to identify and address community concerns and issues
  - Assists participants to identify opportunities for community integration and developing natural support networks
  - Performs guest and phone reception duties in a courteous and responsive manner
  - Provides programming information to prospective clients and community members with referrals to programming or administrative staff as appropriate
  - Manages outgoing mail and packages, and distributes incoming mail for clients and staff
  - Distributes documents, supplies and other materials to clients and staff
  - Receives and processes in-kind donations
  - Completes projects and duties as assigned by programming and administrative staff
3. Functions as a Team Member
  - Follows through with own job responsibilities and assignments
  - Engages in constructive problem solving and conflict resolution, assists other team members in doing the same
  - Provides information needed by other team members in a timely and effective manner
  - Offers assistance to team members as needed
  - Willing to give and receive feedback to and from team members
  - Takes direction from supervisor or manager and accepts and implements team decisions as made
4. Other Duties
  - Participates in staff and team meetings
  - Promotes community awareness of Emma Norton
  - Attends community meetings as relevant and necessary
  - Participates in agency efforts to promote a mutually respecting, multicultural environment and participates in training opportunities related to economic, racial and cultural diversity as requested
  - Completes and maintains up-to-date knowledge and expertise in areas related to job duties including the completion of HIPAA and Vulnerable Adult training within the first 7 days of hire
  - Performs other duties as apparent or assigned



Requirements

1. Successfully complete the DHS approved Certified Peer Specialist training and certification exam
2. Be at least 21 years of age
3. Have a high school diploma, GED or equivalent
4. Have a primary diagnosis of mental illness
5. Be a current or former user of mental health services
6. Ability to undergo and pass a background study as detailed in Minnesota Statute 144.057 and Chapter 245C
7. Able to interact with people in a manner which shows sensitivity, respect, and professionalism
8. Ability to communicate effectively orally and in writing
9. Moderate physical effort, with intermittent lifting or carrying limited to no more than 50 pounds
10. Duties may require physical ability to climb stairs

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Representative

\_\_\_\_\_  
Date