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## VETERAN PEER SUPPORT SPECIALIST

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**Summary of Position:** To provide support to Veterans residing in Cook County, IL., Will County, IL., Porter County, IN. and Lake County, IN., who are at risk of suicide. Supports may be short- to long-term emotional support, social connection, assistance in navigating veteran service programs and spaces, and other support services as needed by veterans enrolled in the program.

**Position Type:** This position is nonexempt and reports to the Program Director.

**Essential Functions:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assists Veterans in obtaining community services that suit the individual Veteran's needs.
- Serves as liaison with community-based consumer-run and/or consumer-supportive organizations to develop and/or foster veteran's vocational choices.
- Provides support of veteran's recovery goals and providing support, as well as, accountability in achieving goals.
- Handles crisis interventions or addressing other emergency-situations without benefit of specific instructions.
- Troubleshoots difficulties Veterans have responding to treatment, engaging distortions and other self-defeating behaviors.
- Observes Veteran's behaviors that might indicate difficulty adapting to or responding to treatment.
- Provides case collaboration with other service providers and community supports to assist Veterans in achieving their goals.
- Facilitates Veterans' gathering events where Veterans are provided opportunity to find comradery with their fellow Veterans through discussion of Veteran community topics and provide psycho-education to the community through these events.
- Maintains a relationship with Veteran clients that understands the therapeutic nature of Veteran Peer Support which is not considered therapy, but maintains appropriate boundaries through consistent supervision by the program supervisor.
- Delivers services with sensitivity to the participant's cultural and socio-economic characteristics and engage participants with respect even when holding them accountable for their own outcomes.
- Invests in creating and supporting a healthy and successful workplace culture.
- Upholds the mission and values of VOA of IL at all times.

**Other Duties:** As assigned by supervisor.

**Work Environment:** Generally, this position operates in a professional office environment; however, this position may also require frequent travel in and around the community by utilizing a personal vehicle or other methods of transportation. The hours of work are generally Monday through Friday, 9:00 AM to 5:00 PM, though may be required to work some evening/weekend hours.

**Physical Demands:** Physical Demands are part of the essential functions of the position. The

individual must be able to remain in a stationary position throughout the workday, operate a computer and other office productivity machinery, and frequently communicate with clients and employees of VOA of IL. The individual must be able to move, traverse, and travel in the community in a vehicle, assist clients in and out of a vehicle, and transport clients in the community.

**Qualifications:**

- Must have a state-certified Peer Support Specialist Certification.
- Must have and be willing to disclose lived experience of a mental health condition in order to effectively provide peer support services.
- Experience in service management, including organizing, problem solving and advocating.
- Experience and demonstrated proficiency/success in leveraging and working with community resources.
- Ability to communicate effectively and maintain good relations with clients and employees.
- Excellent communication, writing, problem solving, and organization skills.
- Proficient in Microsoft Office, especially spreadsheets, database and reporting tools.

**Education and Experience:**

Position requires a high-school diploma (or equivalent) and a Peer Support Specialist Certification through a state-supported program. Previous military experience is a requirement for this position.

**Volunteers of America of Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.**

**Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA of IL that an accommodation is needed.**

Job Type: Full-Time