



Peer Support Specialist

This is a part-time position operating from 8:30-4:00 Mondays, Wednesdays and Fridays with an additional Tuesday once a month for training. This position reports to the Day Shelter Manager and does not supervise other staff.

Key Responsibilities

- Provides support to clients with a focus on recovery, peer support and encouragement to help clients strengthen life skills and recovery.
- Offer a welcoming face of warmth and hospitality to all guests, volunteers, vendors, donors, and staff.
- Interacts with guests in a positive manner.
- Warmly Greets guests coming into the shelter and checks them in as needed.
- Assists guests with securing necessary documents, IDs, social security cards, and birth certificates.
- Completes intakes with new guests as needed and refers to case management if appropriate.
- Maintain Jobs bulletin board updated
- Maintains resource board updated
- Maintains the check-in area properly stocked (TARC, laundry vouchers, essential supplies, office supplies, HMIS forms, printed resources information etc...)
- Maintain HMIS daily data entry
- Familiarizes themselves with UP's comprehensive resource list and provides resources to guests as needed.
- Escorts clients to service providers.
- Helps sort mail and packages for clients, retrieve mail and items and deliver to clients, help facilitate showers for clients.
- Welcome and support volunteers as they serve clients
- May pick up TARC passes, street tips guides, parking passes and other miscellaneous needs.
- Maintains doorbells and cameras properly charged and operating.
- Retrieves phone messages and makes appropriate call backs as needed.
- Monitor cleanliness of all guest areas during and after each shift and ensure that all trash and recycling is taken out.
- Participates in all steps for closing of the welcome desk and Bishop Hall.
- Received supervision from the shelter manager.
- Participates in all required staff meetings, training and staff events.

Skills/Qualifications Required

- Must have successfully completed the Kentucky Peer Support Specialist training and certification within one year of employment and maintain certification throughout employment with UP.
- High school diploma or its equivalent.
- 2+ years of experience in social services or customer service preferred
- Excellent customer service and interpersonal skills with the ability to relate to others
- Ability to work independently and as part of a team, and prioritize effectively in a fast-paced environment with a strong sense of urgency
- Very strong organizational and time-management skills
- Strong communication skills and the ability to effectively and sensitively communicate with peers, all levels of management and guests
- Ability to cope with and defuse situations utilizing de-escalation techniques
- Flexibility and willingness to shift priorities as needed
- Ability to use general office equipment, such as a computer, telephone, printer, copier
- Intermediate level knowledge with Google products and ability to quickly learn new system programs
- Strong oral, listening and interpersonal communications skills
- Ability to set appropriate boundaries and maintain a calm demeanor.
- Highly motivated, resourceful, flexible, and possesses a positive attitude and sense of humor
- Exhibits compassion and empathy and works well with parents and children from all ethnic, social, economic and sexual orientation backgrounds

Physical Requirements

- Ability to converse with and listen to people in many different settings
- Ability to sit, walk, stand, bend, squat, climb, kneel and twist on an intermittent or continuous basis
- Ability to occasionally push, pull, lift and/or carry supplies up to 25 pounds
- Work takes place in an environment where long periods of standing, working on a computer, walking to various work areas, and going up and down stairs occur
- Ability to work in an environment where there may be animals present, including dogs

All applicants may submit their resume and cover letter to Julie Padgett at julie@uplouisville.org

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender, identity or expression, sexual orientation, national origin, marital status, genetics, disability, age, veteran status or any other legally protected status.

Uniting Partners for Women and Children
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