



PEER MENTOR JOB DESCRIPTION

TITLE: SSVF PEER MENTOR

IMMEDIATE SUPERVISOR: PROGRAM MANAGER

GENERAL SUMMARY: Qualified candidate must possess a clear understanding of the service delivery system and the resources available for veterans and their families. Individual will provide peer support, mentoring, and coaching to SSVF program participants to help them access and navigate community and veteran resources. This individual will also serve as a quality assurance representative to veteran households accessing SSVF funds and participate as a member of the strengths based Case Management team. This will encompass knowledge of Federal and State entitlements and benefits and the application process. Furthermore, the Peer Mentor will assist Veterans in accessing basic living resources such as: food, clothing, and hygiene products. Finally, the Peer Mentor will assist the Outreach Specialist in conducting outreach as needed.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

SUPPORT

- Provide peer support, mentoring, and coaching to SSVF participants through assistance in navigating and accessing veteran and mainstream resources
- Accompany veterans to appointments, when appropriate
- Provide peer support and mentoring in securing permanent housing
- Facilitate discussion and training in peer groups, as determined by the Case Management team
- Monitor and document participation, progress, referrals, and services provided to participant
- Assist Case Management team in preparing discharge plans and follow-up contact with SSVF program participants
- Complete paperwork and data reports as requested by the Program Manager

NETWORKING

- Attend agency, community, and supervisory meetings, as needed
- Maintain working relationships with community agencies to provide comprehensive services to participants
- Maintain working relationships with veteran serving organizations
- Attend in-service trainings and outside conferences/workshops, as requested by the Program Manager

KNOWLEDGE, SKILL, AND ABILITIES REQUIRED:

- Basic knowledge of the resources in the community available for the veteran population, especially services and programs offered by the VA
- Have basic knowledge of severe and persistent mental illness and substance abuse
- Ability to form partnerships in the community and seek out community resources
- Strong oral and written communications
- Strong organizational, time management, and data management skills
- Proven ability to work effectively both individually and as part of a team
- Ability to multi-task and problem solve under pressure
- Ability to provide positive customer service to difficult populations

EXPERIENCE, QUALIFICATIONS:

This position is specific to an individual with prior military experience. Experience or education with human services, homelessness, and veteran resources is a plus. Individual will be responsible for attending a peer support training prior to mentoring participants. Must be able to comply with complex governmental regulations, policies and procedures and demonstrate thorough document compliance efforts and activities. Must be proficient with data management and information systems and have basic knowledge of Excel, PowerPoint, and Outlook. Must demonstrate excellent interpersonal skills and possess the ability to interact effectively with other agencies and service providers. Must have the ability to adapt to culturally diverse environments and display an attitude of compassion and acceptance of client populations. Candidate must be able to work in a fast-paced environment and understand the issues that are faced by low-income populations. Problem solving and conflict resolution skills required. Must have a valid driver's license as this job requires transportation.