



Peer Support Specialist

Supervisor: Outreach Manager
Position: FLSA Non-Exempt
Pay Band: C

Position Summary

The Peer Support Specialist (PSS) provides peer-based, non-clinical recovery support to library users while serving as a member of the Outreach Department. This position remains primarily focused on peer support work rooted in lived experience and recovery-oriented practices.

Essential Duties & Responsibilities

- Identify and connect library users to community resources that support their goals and interests.
- Work with library administration and other staff to implement recovery-orientated policies, procedures, services, and attitudes.
- Provide peer-based support to individuals by drawing on lived experience to offer encouragement and practical assistance in recovery-oriented settings. Promote self-advocacy by assisting individuals in identifying their goals, needs, and preferred supports.
- Work in public services areas as assigned: including answering reference and information questions, checking materials in and out; answering the telephone; issuing borrower cards; processing materials, shipments, and reports; shelving, shelf reading, etc.
- Maintain files, records and statistics as assigned.
- Link individuals to appropriate professional resources when needed. Provide encouragement for opportunities at varying levels of involvement in community-based activities.
- Develop and maintain relationships with relevant community groups and agencies. Stay abreast of changes to available services, new opportunities within the area, and trends in recovery services.
- Maintain appropriate boundaries and observe all confidentiality requirements related to peer support services, library user privacy, and professional ethics, in compliance with library policy and the Ohio Code of Ethics and Conduct.
- Collaborate and communicate regularly with the Outreach Manager.
- Maintain professional standards at all times.
- Participate in staff meetings, development, and training opportunities.
- Responsible for monitoring the safety and accessibility of our physical and digital spaces. Report findings to supervisor as needed.
- Actively participate in safety and security trainings and utilizes training to protect the physical library, the library's online infrastructure, staff, and patrons.
- Perform related duties as required.

Qualifications

- High school diploma or GED required. Some college experience desirable.
- Successful completion of the Peer Recovery Support Training program and continuing educational credits to maintain PRS status..
- Ability to communicate effectively.
- Familiarity with MS Office products, keyboarding and Windows proficiency.
- Ability to operate a personal computer and other job-related equipment.
- Valid driver's license.

Supervisory/Management Responsibilities

None.

Interaction

Frequent interaction with library employees, patrons, vendors and local agencies.

Computer/Technology Skills/Equipment/Software Skills

Common technology used in this position includes but is not limited to Outlook, Data Entry, Electronic Resources, SirsiDynix ILS, Microsoft Programs, Intranet (StaffNet), Internet (www.CRCPL.org) Laptop, and other library-related software applications.

Travel Requirements

Travel by automobile is required for position responsibilities and training.

Frequency of travel: Daily

Occasional attendance external training and meetings will be required.

Physical Demands

Ability to occasionally lift/push/pull up to 50 pounds.

Often required to perform tasks at a desk for extended periods of time.

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents and operate office equipment.

Manual dexterity and physical ability to perform essential duties requiring continual standing, reaching, bending, and walking.

Work Environment

Work performed generally indoors in a library setting.

Telecommute Potential: 10%

Requires availability for extended or nontraditional hours as needed to perform job duties.

Disclaimer

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.