



## **Peer Support Specialist**

Supervisor:   Enrichment Services Manager  
Position:       FLSA Nonexempt  
Pay Band:       C

### **Position Summary**

The Peer Support Specialist assists peers of all ages in regaining independence within the community and gaining mastery over the recovery process by sharing their personal experience and recovery story with clients while building relationships.

### **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.
- Responsible for prompt and courteous delivery of customer service to library patrons.
- Maintain library spaces to ensure a safe, orderly, and attractive experience for patrons.
- Maintain logs, records and reports as necessary to support library stat requirements.
- Provide a model for people in recovery and for library staff by demonstrating that recovery is possible. Offer support and encouragement to library users in times of crisis.
- Promote self-advocacy by assisting recovering persons in having their voices fully heard and their needs, goals, and objectives established as the focal point of rehabilitation.
- Link individuals to appropriate professional resources when needed. Provide vision-driven hope and 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.
- Observe all rules of confidentiality relating to clinical information and treatment, both internally and when dealing with external agencies or individuals. Follow established policies pertaining to library user privacy and confidentiality. Comply with the Ohio Code of Ethics and Conduct.
- Maintain professional standards at all times.
- Participate in staff meetings, development, and training opportunities.
- 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.
- Must successfully pass a background check.

## **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](http://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.

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

## **Schedule**

<b>Public Service</b>	<b>On Site</b>	<b>Community Outreach</b>	<b>Telecommute Potential</b>
5%	50%	20%	25%

## **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.