



	Title: Peer Support Specialist	
Position Classification	Pay Family: Direct Support	FLSA Status: Non-Exempt
Description	Pay Grade: 2	Benefit Eligibility: All
Employee Name (print):		
Employee Signature: (I have received a copy of this job description and my supervisor has reviewed it with me)		Date:
Supervisor Signature:		Date:
Senior Director of Clinical Services Signature:		Date:
Executive Director Signature:		Date:
Date Position Classification Last Reviewed: 12/1/2025		
Date Position Classification Last Reviewed: 12/1/2025		

The following is a composite representation of the responsibilities for the respective job title. It is not intended to cover all possible job requirements or job factors of the titled position. Lines of supervision and reporting are as shown on the organizational chart.

DEFINITION

Under supervision of the Substance Use Recovery Manager, this position is responsible for providing education and training to adults with serious mental illness and substance use aimed at developing problem-solving skills, enhancing self-esteem, improving social and relationship skills, and facilitating enhanced community integration and recovery within their treatment providers and community. This may include conducting personal interactions with consumers to promote peer-to-peer support, working with Clinicians, Case Managers, Psychiatric Staff, Community Providers, and consumers to ensure healthy progression, providing suggestions to consumers to advise of quality, sound decisions, and related work as apparent or assigned. Liaison duties serve as a link and conduit for information among the consumer, their services within GPCS, Community Resources, and peer-run services available to the consumer. This includes responsibilities toward consumers such as engaging with them and/or their families prior to and following initial appointments, keeping them abreast of the same day access process, seeing that they are aware of services available at same day access and program assignment, assisting in exploring their treatment options and, when appropriate, connecting consumers with community resources, peer counselors or other peer services. The individual in this position will have personal experience and demonstrate recovery from substance use and mental health disorders. Advocating for persons with substance use and mental illness within the service sector and the community at large is a major component of this position.

JOB EXPECTATIONS AND ESSENTIAL FUNCTIONS

- Provides recovery support, coaching and outreach services to current and potential consumers experiencing MH and/or SUD concerns; provides orientation to peer support and liaison services.
- Represents and promotes GPCS services and programs to community partners; serves as liaison between consumers, service providers and GPCS staff.
- Provides motivational prompting and informational support to consumers; encourages and provides positive reinforcement and support to consumers.
- Conducts individual sessions in the office or in the community with assigned MH/SUD consumers regarding progress, recovery, and post treatment and completes documentation in EHR.

- Directs consumers to available community resources related to recovery, social services, and employment opportunities; maintains current knowledge of available resources; identifies community areas that may benefit from outreach efforts.
- Prepare and submit project status reports; prepare project agendas for activities and meetings; maintain consumer files, in accordance with agency, Medicaid, licensure, and special grant requirements.
- Completes mobile outreach tasks including harm reduction supply refills and outreach events in the office or in the community.
- Assists with Same Day Access support for consumers.
- Visits consumers in treatment centers, recovery centers, home, and other community locations to provide support and document progress as necessary and appropriate.
- Transports consumers to and from appointments.
- Coordinates with other providers as clinically necessary and appropriate, including other GPCS providers and external providers.
- Assists and supports psycho-educational activities (anger management, team building, conflict resolution, coping skills, and personal space relationships) and conduct groups to teach consumers about mental health and wellness in a recovery-based approach.
- Model and encourage good work skills and appropriate social skills for consumers.
- Develops, engages, and sustains healthy, positive working relationships with consumers.
- Provides mentorship to peer interns who are gaining experience in the field, including coaching on proper boundaries, peer duties, peer scope of work, and other internship requirements
- Assists consumers in the development of their Recovery Resilience Wellness Plan, including documenting in the EHR and reviewing consumer's progress towards this plan.
- Ensures that documentation reflects progress toward treatment plan goals or identify barriers to the achievement, in specific, clear, concise language.
- Attends staff meetings as required, in-service training, conferences, workshops, and seminars related to the provision of peer support services for professional and program development.
- To perform other assigned duties as necessary within established policy and procedures.

REQUIREMENTS

EDUCATION

High School Diploma/GED

EXPERIENCE

One year providing services to individuals with substance use and/or mental health disorders

Personal experience with mental health and substance use disorders and recovery

LICENSE(S)

Position will be required to possess a valid Virginia driver's license

Certification and Registration with Board of Counseling as a Peer Recovery Specialist or completion of such within 6 months of hire

PRE-EMPLOYMENT

Must submit to pre-hire criminal background check

Must provide copy of current driving record from DMV

KNOWLEDGE AND ABILITIES

- Knowledge of behavioral health, serious mental illness and substance use population.
- Knowledge in instructional training and teaching techniques beneficial to those with SUD or MH concerns.
- Knowledge of consumers with serious mental illness and substance use disorders and the impact on individuals, families, and the community.
- Knowledge of community services and resources available to consumers with co-occurring disorders.
- Knowledge of peer recovery techniques and strategies.
- Knowledge of treatment plans and documentation of services standards.
- Knowledge of Goochland Powhatan Community Services policies and procedures.
- Ability to assist consumers in meeting identified goals and objectives.
- Ability to safely operate a vehicle in transporting consumers in agency vehicles to community activities as required.
- Ability to provide education and training in social skills, health, and wellness.
- Ability to exercise sound judgment and demonstrate resourcefulness in problem solving and conflict resolution.
- Ability to work independently, take initiative, and make emergency judgments.
- Ability to handle emergency situations without direct supervision utilizing 911 and responding according to training under CPR/First Aid and Therapeutic Options.
- Ability to effectively work and communicate with all types/levels of persons.
- Ability to effectively communicate orally and in writing.
- Ability to complete required training including Therapeutic Options and First Aid and CPR training.
- Ability to work under pressure; meet inflexible deadlines; set priorities; and deal diplomatically with difficult individuals.
- Ability to access internet and use appropriate applications including Electronic Health Record, Microsoft Word and Excel.
- Ability to maintain confidentiality of consumers' information.

Persons with mental or physical disabilities are eligible, if, they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

ENVIRONMENTAL CONDITIONS

Work environment will typically be working in a community behavioral health setting. Work environment will also include working in the community (inside and outside activities) and will include exposure to road hazards usually experienced in driving in rural, county surroundings, interstate highway driving, including exposure to weather and temperature extremes that may affect driving conditions as well as walking to assist passengers. May involve exposure to aggressive verbal and physical behavior and exposure to infectious diseases from others. Sitting: 40%; Standing/Walking 40%; Driving: 20% Average Weight Required to lift or carry at any one time: 50 pounds for brief periods of time.