

JOB DESCRIPTION

Job Title:	Senior Peer Advocate-Full Time	FLSA Classification:	Non-Exempt
Department:	Open Access	Reports To:	Clinic Manager-Open Access

Job Summary:

A Peer Advocate is someone with lived experience with substance use who relies on their experiential knowledge to support the recovery goals of individuals who use drugs and/or alcohol. Peers are natural support experts, meaning that the relationships they establish can lead to increased feelings of support, safety, and wellbeing among the individuals they serve.

This Senior Peer Advocate role combines direct client support with peer mentorship and administrative responsibilities. The position involves assisting clients during crisis calls and intakes, supporting their recovery goals, facilitating peer-led groups, and participating in community outreach. The Peer Advocate also mentors fellow peers, helps orient new staff, supports team development through training and supervision planning, and contributes to hiring and administrative tasks. Maintaining licensure and staying current with credentialing requirements is also expected.

Compensation: \$22.00 per hour

Schedule: Full-time, 35 hours per week, Monday through Friday during daytime hours

Essential Job Duties and Responsibilities: (Additional duties may be assigned)

1. Provide non-clinical crisis support to individuals calling the Open Access Clinic and assist with the intake process.
2. Support clients in identifying their strengths and setting recovery goals.
3. Educate clients on various recovery pathways and available community support services.
4. Assist evaluators with referrals to treatment and recovery resources.
5. Attend the monthly Peer Learning Collaborative to share strategies, best practices, and field insights. Communicate key takeaways with all Delphi Rise Peer Advocates.
6. With supervisor support, help orient new employees to agency policies and program procedures.
7. Serve as a resource to fellow Peer Advocates, helping address individual concerns and identify training or supervision needs.
8. Model effective coping strategies for both clients and peers.

9. Help coordinate and participate in agency outreach efforts, community events, workshops, and peer engagement opportunities.
10. Identify intensive outreach needs for Open Access clients and support in-community work across programs as needed.
11. Provide direct peer services in the Outpatient Clinic, including facilitation of peer-led groups.
12. Support administrative functions such as organizing intake packets, tracking client follow-ups, maintaining logbooks, and updating resource guides and onboarding materials.
13. Participate in the interview process and offer input on hiring decisions.
14. Maintain a clean, organized, and welcoming work environment.
15. Keep licensure and certifications current through timely renewals and required continuing education. Ensure all credentialing documentation is accurate and compliant.
16. Perform other duties as assigned.

Supervisory Responsibilities:

This position does not have supervisory responsibilities.

Minimum Qualification Standards:

- High School Diploma or GED
- CRPA or CRPA-P
- Lived experience in the substance abuse or mental health system
- Ability to utilize a computer
- Equivalent combinations of education and work experience will be considered

Knowledge, Skills, and Abilities:

- Able to successfully engage clients, including those who may have serious, persistent mental health issues and criminal justice histories
- Strong organizational skills including the ability to manage multiple projects and details simultaneously
- Some analytical ability to gather and summarize data, find solutions to various administrative problems, and prioritize work
- Strong written and oral communication skills to interact with clients
- Familiarity with resources in the community that meet a wide variety of client needs
- Comfortable working independently while also a strong team player
- Demonstrates cultural humility

- Candidates must possess a valid driver's license and maintain a clean driving record. The position may require occasional driving for meetings, appointments, or representing Delphi Rise in the community

Time Off

- 140 hours (20 days) of PTO in your first year
- 10 paid holidays, 2 personal days, and 1 floating holiday

Health Coverage

- Medical on Day 1 through Excellus BCBS (100% employer-paid Bronze plan for individuals and families)
- HRA contributions up to \$3,600 for eligible plans

Dental & Vision

Coverage through MetLife with employer dental premium contributions

Income Protection

- Employer-paid life and AD&D insurance (up to \$100,000)
- Voluntary life and disability plans available

Additional Benefits

- FSA for health and dependent care
- 401(k) with employer match after 1 year (eligibility begins at 6 months)

Equipment, Machines and Software Used:

This position requires the regular use of a computer/iPad, printer, photocopier, fax machine, telephone, scanner.

Computer Software: Microsoft Office to include Word, Outlook, and the ability to enter information into an EMR system

Mental and Visual Demand:

Moderate mental and visual attention to perform light administrative work, data entry and/or reading. Requires some judgment in the analysis of facts or conditions regarding individual problems or transactions to determine what action should be taken, within the specifications of standard practice.

Physical Demand:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

While performing the duties of this position, the employee is frequently required to sit, stand, walk, talk, hear, perform repetitive hand motion, push, pull.

The employee is not required to lift or move objects greater than 5 pounds.

Environmental Conditions:

The work environment characteristics described here are representative of those that may be encountered while performing the essential functions of this position.

There is no exposure to adverse environmental conditions. Work is performed in a typical office environment with occasional outside travel. Outreach may be required in the community in both indoor and outdoor spaces. Some exposure to weather conditions may occur.

Disclaimer:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee(s) occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- The company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Equal Opportunity Employer Statement

Delphi Rise is an Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees and applicants. All qualified individuals will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, protected veteran status, or any other legally protected characteristic.