

Per Diem Residential Staff



Job Title:	Residential Staff	Job Category:	Hourly
Department/Group:	Residential/Respite/SUSD	Hiring Director:	Director of Mission Impact
Location:	24 Vernon St. Keene, NH	Travel Required:	None
Level/Salary Range:	\$25/hr	Position Type:	Per Diem
HR Contact:	Karen Richi	Date Posted:	2/6/2025
Will Train Applicant(s)	Will Train Applicant(s)	Posting Expires:	

Applications Accepted By:

EMAIL: Please send a resume, cover letter, and references to KareneMonadnockPSA.org Subject Line: Residential	MAIL: Monadnock Peer Support Agency 24 Vernon St Keene, NH 03431
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Job Description

ROLE

To deliver Peer Support in a residential setting in accordance with the structure and systems of the residential Step-Up, Step-Down & Peer Respite programs, with the intention of fostering a communal space for healing and growth.

RESPONSIBILITIES

- Residential Staff will:
 - Welcome guests and visitors to the Step-Up Step-Down and Peer Respite programs, as needed;
 - Utilize the language and skills of Peer Support, and will work alongside their team to offer Peer Support to guests in the Step-Up Step-Down/Peer Respite program;
 - Support guests with their intake process, as directed;
 - Support Peer Support program utilization and related activities and groups that support the needs and preferences of the guests in the Step-Up Step-Down and Peer Respite programs;
 - Attend all required meetings for the Step-Up Step-Down and Peer Respite programs;
 - Utilizing the skills and language of Peer Support, support guests in pursuing their self-identified goals;
 - Engage in one-on-one Peer Support with guests in the Step-Up Step-Down and Peer Respite programs during their shift;
 - When appropriate and/or when directed by the Director of Mission Impact - and utilizing the language and skills of Peer Support - engage in outreach/advocacy on behalf of Monadnock Peer Support;
 - Sanitize resident rooms upon move-out and/or preparing rooms for move-in of a resident as needed and/or directed by the Director of Mission Impact;
 - Maintain the confidentiality of guests and members of Monadnock Peer Support;
 - Provide the Director of Mission Impact with copies of paperwork related to any and all issues of conflict, complaint or incident;
 - Write and review detailed log notes for each resident throughout their shift;
 - Support the cleanliness of the program through program/facility maintenance tasks assigned by the Director of Mission Impact, and by utilizing the language and skills of Peer Support to guide guests in doing their part;
 - Support a healthy atmosphere by holding appropriate boundaries with guests in compliance with the policies and procedures of Monadnock Peer Support;
 - Maintain a working knowledge of guest and visitor movements in and out of the program;
 - Utilizing the language and skills of Peer Support, support guests in the Step-Up Step-Down and Peer Respite programs with their basic life skills including but not limited to cooking, cleaning, and time management;

- Answer the phone when on shift and deliver any messages to the relevant parties;
- Provide transportation utilizing the vehicle owned and insured by Monadnock Peer Support, when necessary, without leaving the center unstaffed;
- Participate in a monthly supervision with the Director of Mission Impact and will receive a once yearly review in the month of June, the end of fiscal year;
- Perform other job functions as assigned by the Director of Mission Impact and Executive Director that are not specifically outlined in this job description.

QUALIFICATIONS

- Understand and demonstrate the mission and values of Monadnock Peer Support while at work and in the community;
- Possess strong organizational skills;
- Have the ability to handle conflict and uncomfortable situations with professionalism;
- Engage in active listening during member/guest or team interactions to ensure a full understanding of needs, concerns, and feedback;
- Proven written and oral communication skills;
- Must be detail oriented;
- Must be able to demonstrate the ability to work effectively with diverse individuals while actively engaging with other team members and occasionally external audiences;
- Exhibit a willingness to be self-aware and share their own story with others by self-identifying with lived experience;
- Must be able to demonstrate the skills sets applicable to the approaches of Peer Support or demonstrate the willingness to go through the appropriate training to develop these skill sets within 1 year of being hired;
- Must have a minimum of 1 year of personal and/or professional experience working in a related field such as mental health, residential care, substance recovery models, community aid, etc;
- Must be able to demonstrate strong written and oral communication skills;
- Must be able to handle, through the language and skills of Peer Support, conflict and uncomfortable situations with professionalism;
- Must be able to demonstrate proficiency or willingness to learn relevant computer programs/software;
- Must be able to take initiative, be creative, flexible, and work independently and with a team;
- Must be able to multitask.

ADDITIONAL NOTES

MPS IS COMMITTED TO CULTIVATING AND PRESERVING A CULTURE OF INCLUSION AND CONNECTEDNESS. WE CAN GROW AND LEARN BETTER TOGETHER WITH A DIVERSE TEAM OF EMPLOYEES. THE COLLECTIVE SUM OF THE INDIVIDUAL DIFFERENCES, LIFE EXPERIENCES, KNOWLEDGE, INNOVATION, SELF-EXPRESSION, AND TALENT THAT OUR EMPLOYEES INVEST IN THEIR WORK REPRESENTS PART OF OUR CULTURE. FURTHERMORE, THIS COLLECTIVE SUM REPRESENTS OUR REPUTATION AND THAT OF MPS’S REPUTATION, AND ACHIEVEMENT AS WELL. IN RECRUITING FOR OUR TEAM, WE WELCOME THE UNIQUE CONTRIBUTIONS THAT YOU CAN BRING IN TERMS OF YOUR EDUCATION, OPINIONS, CULTURE, ETHNICITY, RACE, SEX, GENDER IDENTITY AND EXPRESSION, NATION OF ORIGIN, AGE, LANGUAGES SPOKEN, VETERAN’S STATUS, RELIGION, DISABILITY, SEXUAL ORIENTATION, DISABILITY, AND BELIEFS.

Employee Acknowledgement

I have carefully reviewed this job description, and I understand its content and requirements.

Candidate Acceptance:		Date:	
Hiring Director Acceptance:		Date:	
Last Updated By:	Melissa Callender	Date:	02/06/2025