

## Respite Coordinator

The Monadnock Area Peer Support Agency (MPS) seeks a peer respite staff to deliver operational functions for peer respite programs including the support of individuals in moments of emotional distress, commonly known as crisis. This position requires excellent organizational, interpersonal, and detail-oriented skills with the ability to work effectively with diverse individuals while actively engaging with other team members and occasionally external audiences. This position is a part of the Monadnock Peer Respite branch of Monadnock Peer Support, which is designed for those in distress in the community by supporting recovery, promoting wellness, and insuring stability in all operational functions. The Monadnock Peer Respite branch implements innovative peer support modalities in the greater Monadnock and Cheshire community.

The shift we are currently hiring for is overnight from 1pm Sunday to 9am Monday and Thursday overnight from 7pm to 9am Friday.

### Qualifications:

- Self-identification of having lived experience with mental health challenges, i.e. be a peer
- Intentional Peer Support skill sets, Wellness Recovery Action Plan (WRAP) skill sets or a willingness to work on being trained in these skill sets within 1 year of hire
- One (1) year of personal and/or professional experience working in a clearly related field, such as mental health
- Proven written and oral communication skills;
- Ability to handle conflict and uncomfortable situations with professionalism;
- Proficiency in Microsoft Office Suite, with experience in other relevant computer programs desirable;
- Ability to work on-call shifts during nights and weekends, as scheduled;
- Valid driver's license with clean driving record;
- Ability to take initiative, be creative, flexible, and work independently and with a team; and
- Demonstrated ability to manage multiple tasks simultaneously. Responsibilities:
- Assist in peer support activities related to respite guests, one to one peer support, and, when appropriate, engage in outreach;

- Welcome visitors and guests in person or on the telephone;
- Handle conflict, complaint, or incident using the principles of Intentional Peer Support;
- Attend appropriate meetings and training as directed and required;
- Maintain confidentiality of information;
- Provide the supervisor with copies of any and all action taken relative to issues of conflict, complaint, or incident;
- Maintains safe and clean work area, including the respite guest rooms during check out;
- Meet with, confer, and discuss performance evaluations with appropriate supervisor;
- Ensure knowledge of guest movements in and out of organization;
- Monitor guest access and maintain security awareness;
- Provide general administrative and clerical support; and
- Other job functions as assigned by the executive director and peer respite coordinator that are not specifically described in this job description