

The schedule for this part time position is Wednesday through Friday, 5pm to 10pm.

Warm Line Peer Responder

QUALIFICATIONS: A high school diploma or a GED is preferred. **The Peer Responder will be an adult who has experience as a direct consumer of mental health services.** Good community networking skills, public speaking skills and written and oral communication skills preferred. Familiarity with personal computer word-processing and databases required.

CLEARANCES REQUIRED: At point of hire, periodically thereafter, able to secure the Pennsylvania State Police background clearance and the Pennsylvania Child Abuse History clearance. Other clearances may be required as relevant to the position.

PHYSICAL REQUIREMENTS: Ability to lift 20 pounds. Able to bend, twist, and turn. Able to sit for 3-4 hours/day. Able to view computer screen and input data. Vision ability to include close vision, depth perception, and ability to adjust focus. FSA will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made FSA aware of his or her disability, provided that such accommodation does not constitute an undue hardship for FSA.

GENERAL DUTIES: Telephone answering and inquiry responses. The Peer Responder offering mental health service consumers a supportive and easily accessible resource for those feeling isolated, seeking recovery skills or wishing to discuss issues related to their mental health. The Peer Responder will report to and receive supervision from the PA 211/NE Help Line Director. The Warm Line Peer Responder will have daily communication with Help Line Caseworkers to assist with appropriate calls as well as request back up when needed. Regular and predictable attendance is an essential function of this position. The Peer Responder will have the following specific responsibilities:

- a) Receive additional training in the areas of Communication and Listening Skills, Community Resources, Crisis Management and Role Playing.
- b) Demonstrate good listening and communication skills, good phone skills, knowledge of community resources, and the ability to identify and refer a serious, intense crisis to the appropriate person or agency.
- c) Document calls accurately accordingly and understand and agree to the confidential nature of the position.
- d) Demonstrate a current knowledge of services and resources in the community, and the ability to establish and maintain effective working relationships with other community providers to the benefit of the caller.
- e) Maintain high standards of professionalism including a commitment to protecting client confidentiality, and the principles of "inclusion" and "least restrictive setting."
- f) Refer crisis screening, assessment, and pre-referral consultation for all tie-in lines to other Help Line supervisory or casework staff.
- g) Record calls and their disposition clearly and completely.

Compensation is \$12.50 an hour.

Interested individuals should submit a cover letter and resume to:

Janyne Gurnari, MHRM, PHR, Chief Operating Officer

FSA NEPA

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