

Peer Support—Warm Line

Position Qualifications, Competencies, Responsibilities

All staff will be able to meet the qualifications, competencies, and responsibilities of the Peer Support position. All staff provide peer support services; serve as an advocate; provide information and support for peers in a variety of settings.

The Warm Line is a non-crisis telephone support service run for and by persons identifying as being in recovery. The Warm Line Peer Support uses phones to support peers living their own lives and directing their own recovery, healing, and wellness process. The team provides support and connection to resources. The ability to connect with a peer who is there to listen and support the caller provides the opportunity to be grounded in the present and prevent or put-off the need for emergency services. The Warm Line Peer Support will model competency in recovery, healing, and wellness.

Qualifications

General qualifications for all employees:

1. Alignment with agency Core Values.
2. Positive, self-motivated, and able to work independently and well with others as a member of various teams.
3. Innovative, flexible, and willing to work with a constantly changing environment and priorities without losing enthusiasm for the organizational mission.
4. Good judgment and the ability to make timely and sound decisions.
5. Attention to detail and able to meet timely documentation requirements.
6. Strong interpersonal skills and able to work effectively with diversity of individuals at all organizational levels.
 - a. Able to work in a cooperative and collaborative manner as a team member with community partners, coworkers, and program participants.
 - b. Able to work with people from diverse cultures.
 - c. Able to form trusting relationships.
7. Experience with or knowledge of agency services and local health and human services.
8. Strong written and verbal communication skills, including the ability to read, write, and speak English. Being bilingual is preferred but not required.
9. Lived experience of mental health and/or substance use recovery and knowledge of mental health or substance use disorders services—behavioral health services.
 - a. Confident in your own wellness.
 - b. Able to draw on your own experience and willing to share it as appropriate.
 - c. Passion and enthusiasm for peer support and the belief that recovery is possible.
10. Able to use a variety of computer programs and support others in doing so.
11. Working knowledge of Microsoft Office Suite and other data systems.
12. Able to work flexible hours that may include weekends.
13. Able to travel within the region using approved means.
 - a. Valid Driver's license, reliable transportation, insurance coverage, and appropriate driving record.
14. Degree or credentials required for the specific position
15. Appropriate criminal background.

16. Eligible to work in the United States as verified through the United States Citizenship and Immigration Services' E-Verify website.
17. No presence on the U.S. Department of Health & Human Services, Office of Inspector General (OIG), List of Excluded Individuals/Entities (LEIE) at <https://exclusions.oig.hhs.gov/>.

Specific qualifications for the Peer Support—Warm Line

1. Washington Certified Peer Counselor with at least 2 years' experience working as a peer preferred.
2. Ability to work until midnight.
3. Ability to work in a relatively private space from your home.

Competencies

All employees should possess the following competencies:

1. An understanding of their job and the skills to do that job.
2. Meet the competencies as outlined in [SAMHSA's Core Competencies for Peer Workers in Behavioral Health Services](#).

Responsibilities

General responsibilities of all employees:

1. Serve as a recovery agent:
 - a. Support and role model the value of every individual's unique recovery experience.
 - b. Provide and advocate for effective recovery-based services.
 - c. Develop and share recovery-oriented material with peers and team members.
 - d. Know the elements of SAMHSA's Working Definition of Recovery and Wellness Domains and their application in peer support.
2. Understand and support the Aspects of Our Culture:
 - a. Communicate and be an example of our Core Values.
 - b. Maintain our unique approach to supporting other.
 - c. Support being a team of teams
 - d. Provide context for empowering the teams and team members, and not exercising unnecessary control.
 - e. Ensure their teams are highly aligned with strategic goals of agency, and support loosely united tactics to accomplish the goals.
 - f. Effectively use platform operating systems.
 - g. Use *Our Path to a Healthy Community* to plan actions to meet needs and support team and peer outcomes.
3. Act as an effective team member:
 - a. Communicate effectively with other team members and maintain positive working relationships throughout the organization.
 - b. Maintain a working knowledge of current trends and developments in the behavioral

- health treatment fields.
- c. Participate in relevant meetings, events, and trainings when appropriate.
- d. Document services and supports as necessary and in a timely manner.
- e. Keep an accurate record of your time.
- f. Perform other duties as assigned.

Specific responsibilities of Peer Support—Warm Line:

1. To be prepared:
 - a. Successfully complete Warm Line training
 - b. Be able to work swing shift
 - c. Demonstrate competencies as mentioned above
 - d. To provide peer support
 - e. Successfully set and accomplish SMART Goals
 - f. Demonstrate an ability to complete all administrative duties
 - g. Be able to attend regularly scheduled staff meetings during standard business hours
2. For all callers:
 - a. Warmly greet them and tell the caller your first name
 - b. Actively listen to the caller
 - c. Demonstrate peer support competencies and provide peer support
 - d. Gather necessary information required of each caller
 - e. Provide a helpful orientation to the agency and its services when needed
 - f. Offer to assist with specific needs by referring to appropriate resources
 - g. Answer or find answers to any questions when possible
 - h. Be a supportive advocate
 - i. Conclude the call for a clear plan of action
3. Regarding Administration:
 - a. Complete all documentation on time
 - b. Attend all required meetings
 - c. Keep an accurate record of your time
 - d. Help with preparation of reports
 - e. Keep all information up-to-date
 - f. Perform regular duties as required