



Employee Position Description

Position Title:	Peer (or Family) Support Specialist
Reports to:	Dave Hunt, Executive Director
Location:	10202 SE 32 nd Ave., Ste. 501, Milwaukie, OR 97222
Start Date:	As soon as possible

Summary: We are searching for a Peer (or Family) Support Specialist to join our other two Peer Support Specialists, who are all service providers with lived experience with mental illness and recovery. They help clients find resources, including applying for programs and services for which they qualify and obtaining mental and physical health care to help achieve and maintain each client's recovery. The Peer (or Family) Support Specialist works closely with other members of the NAMI Clackamas staff team, volunteers, and clients to execute comprehensive peer (or family) assistance and resources that advance our clients' goals.

This job requires excellent interpersonal and communications skills as well as strong organizational abilities to work with multiple clients. We welcome bilingual applicants who can help better serve our community's growing Latinx, Slavic, and Asian-American populations.

Hours/Compensation: This is currently a half time (20 hours per week) job with the possibility of increasing hours over time. Requires rare evening and weekend work. The salary range for this half-time position is \$18,000-\$25,000 (full-time equivalent of \$36,000-\$50,000) per year, depending on experience. An IRA retirement fund matching contribution and monthly mobile phone reimbursement will also be provided.

Qualifications:

1. Committed to the mission and values of NAMI Clackamas.
2. Must be an individual living with a mental illness and in recovery (or a family member).
3. Excellent attention to detail and work ethic.
4. Strong written and oral communication skills.
5. Ability to meet deadlines and remain flexible in a changing environment.
6. Ability to maintain client confidentiality.
7. Self-motivated and able to work independently and as part of a team.
8. Committed to diversity, equity, and inclusion. Enjoys working with all types of people, especially individuals living with a mental health condition and their family members.
9. Resourceful and knowledgeable about navigating complex systems, such as mental health, criminal justice, health care, and social services. Lived experience applying or helping others apply for government assistance preferred.
10. Able to provide nonjudgmental and client-directed peer (or family) support. Open minded and able to work collaboratively with people of all backgrounds.
11. Ideally should have knowledge of the Wellness Recovery Action Plan (WRAP) process.
12. Possess creativity, integrity, initiative, patience, enthusiasm, and professionalism.

13. Knowledge of Microsoft Word, Excel, PowerPoint, and Google Workspace preferred.
14. Flexible in time and temperament to meet training, support group, and client needs.
15. Customer service, social work, and non-profit work experience preferred, especially working directly with people living with a mental health condition (or their families).
16. Must be able to pass a background check.
17. Must be willing to commute to NAMI Clackamas office in Milwaukie.

Responsibilities:

One-on-one support:

1. Strive to improve quality of life for individuals and families affected by mental health issues through support, education, and advocacy.
2. Provide non-judgmental, client-directed one-on-one peer (or family) support to improve recovery and reduce crisis and hospitalizations for people with mental illness.
3. Help clients and their loved ones by clarifying issues and needs; researching, locating, and providing information; researching and exploring answers and alternative solutions; helping peers (and family members) to implement solutions; and escalating unresolved problems. Help clients obtain mental and physical health care.
4. Assist clients in communicating with their health care providers, encourage them to get services for which they qualify, improve their mental and physical health, and learn to communicate with their support network and ask for help when needed.
5. Track and document clients served including assistance provided and referrals made.
6. Assist clients in developing life skills that will help maintain recovery.
7. Build collaborative relationships and effectively communicate with private, public, and nonprofit partners that provide services to clients.
8. Assist participants in navigating the systems of care for resources needed.
9. Fill in as a teacher for Peer-to-Peer (or Family-to-Family) classes and as a facilitator for peer (or family) support groups when necessary.

Training:

1. Must already possess a Peer (or Family) Support Specialist training certification or complete it within three months of hire date (to be paid by NAMI Clackamas).
2. Must complete Question, Persuade, Refer (QPR) training to assist people considering suicide within three months of hire date (to be paid by NAMI Clackamas).
3. Must be able to complete Peer-to-Peer (or Family-to-Family) class teacher and Support Group facilitator trainings within six months of hire (to be paid by NAMI Clackamas).

Other Responsibilities:

1. Build and maintain effective working relationships with NAMI Clackamas staff, board members, volunteers, clients, and partners.
2. Maintain proper records and submit reports as needed. Track and report statistics to both NAMI National and NAMI Clackamas.
3. Other duties as requested.

NAMI Clackamas is an equal opportunity employer.

Please send your resume and cover letter to dave@namicc.org. Open until filled.
Priority consideration given to applications received by July 31, 2025.