

## JOB OVERVIEW

|                          |                                         |
|--------------------------|-----------------------------------------|
| <b>JOB TITLE</b>         | Peer Support Specialist: Renewal Center |
| <b>DEPARTMENT</b>        | Mental Health Peer Connection (MHPC)    |
| <b>LOCATION</b>          | Buffalo, N.Y.                           |
| <b>DIRECT SUPERVISOR</b> | Program Manager, Renewal Center         |

## GENERAL JOB DESCRIPTION

Work within the Renewal Center, serving guests of the living space in overcoming immediate, emotional crisis, of which may alternatively result in emergency room visits.

## SPECIFIC DUTIES & RESPONSIBILITIES

1. To connect, engage, and orient guests to the Renewal Center.
2. Utilize motivational interviewing and intentional peer support in meeting the needs of the guests.
3. Introduce coping techniques which de-escalate crisis through assisting in developing Wellness Recovery Action Plan (WRAP) and/or Whole Health Action Management (WHAM) plans of intervention.
4. Assist the Qualified Health Professionals in obtaining a basic medical assessment.
5. Work with guests in preventing future crisis through referrals to agencies the guests choose.
6. Make appropriate referrals to the Director of MHPC for long-term crisis situations, such as housing, government benefits, and employment.
7. Perform light maintenance of the Renewal Center to uphold an environment that meets the high standards of our guests.
8. Accurately document consumers' services and required paperwork in the Electronic Consumer Record (ECR) database within two (2) working days of the date of service.
9. Attend Agency's in-service training and staff meetings as well as any other Agency-related activities as required.
10. Participate in maintaining a neat, clean, and safe work environment.
11. Perform other job-related duties as assigned by the supervisor.

## EDUCATION & TRAINING

High School diploma or equivalency

OR

Associate degree in Social Work, Rehabilitation, Counseling, Psychology, or related Human Services field

OR

Bachelor's degree in Social Work, Rehabilitation Counseling, Psychology, or Related Human Services field

- Within six (6) months of being hired, the candidate must be certified as a NYS Certified Peer Specialist-Provisional.
- Must have received NY Care Coordination for person-centered planning training.
- Education and experience equivalent to an undergraduate degree in vocational services, disability services, business, personnel management, mental health or social service; counseling needed.

#### KNOWLEDGE & EXPERIENCE (if required)

- Experience working with individuals with disabilities is preferred

High School diploma or equivalent requires four (4) years of related work or volunteer experience with people with mental illness.

Associate degree requires two (2) years of related work or volunteer experience with people with mental illness.

Bachelor's degree requires one (1) year of related work or volunteer experience with people with mental illness.

#### SKILLS & ABILITIES

- Candidate must have reliable transportation and automobile insurance, and the ability to utilize public transportation to commute to sites in all the counties Western New York Independent Living, Inc. (WNYIL, Inc.) operates.
- The applicant must be a current or former consumer of mental health services.
- Perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for people with disabilities.

#### WORKING CONDITIONS

|                                    |                                                                                         |
|------------------------------------|-----------------------------------------------------------------------------------------|
| <b>WORK ENVIRONMENT</b>            | Office/ Community                                                                       |
| <b>PHYSICAL DEMANDS OF THE JOB</b> | Sitting for extended periods of time.<br>Occasional lifting of not more than 15 pounds. |
| <b>HOURS / SHIFTS</b>              | 37.5 hours per week. Some holidays.<br>Tuesday – Saturday 1:00PM -9:30PM                |
| <b>CLASSIFICATION</b>              | Full-time, salary, non-exempt, professional staff.<br>Range: \$40,000 - \$42,000        |

**BENEFITS**

Vision, dental, life, supplemental insurance, PTO and paid holiday packages.  
403(b) retirement with Agency match.  
Employee Assistance Program

**OTHER**

Western New York Independent Living, Inc. values employee safety and follows all recommended NYS required Infectious Disease Prevention Protocols.  
Western New York Independent Living, Inc. is an Equal Opportunity Employer.  
Reasonable accommodations will be made for people with disabilities.  
Western New York Independent Living Inc. is a scent-free Agency.

**POSTING INFORMATION**

Closing Date: November 26, 2025

Cover Letter and Resume Required to:

Human Resources Department  
WNY Independent Living, Inc.  
3108 Main St.  
Buffalo, N.Y. 14214  
[employment@wnyil.org](mailto:employment@wnyil.org)