

JOB OVERVIEW

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| JOB TITLE | Family 2 Family (F2F) Support Specialist |
| DEPARTMENT | Independent Living of Niagara County (ILNC) |
| LOCATION | Niagara Falls, N.Y. |
| DIRECT SUPERVISOR | Recovery Peer Services Coordinator |

GENERAL JOB DESCRIPTION

Provide information, resources, and support to those affected by someone else's addiction.

SPECIFIC DUTIES & RESPONSIBILITIES

1. Work in the community to reach out to individuals who need assistance dealing with someone else's addiction.
2. Educate Niagara County communities, with a strong focus on rural communities throughout the county, about the different services and options that families and loved ones have when dealing with someone else's addiction.
3. Assist individuals in the community who have never been introduced to the Addict 2 Addict (A2A)/Family 2 Family (F2F) Niagara County program and the program's recovery concept.
4. Provide information and referral to individual and family supporters in navigating services available to prevent re-occurrence.
5. Be a liaison with hospital, treatment, family, and community providers in linking individuals to proper support in the community.
6. Facilitate at least two (2) Community Forums per month, throughout Niagara County, addressing the needs of dealing with substance use disorder.
7. Provide immediate follow through for the family, in making initial contact with positive community and/ or medical supports.
8. Be a liaison and advocate with existing medical and community supports regarding family needs.
9. Provide peer support during times when traditional treatment services are unavailable, which includes after business hours, weekends, and some holidays.
10. Provide the peer perspective to professional providers and family supporters in an effort to understand the perspective of the individual being served.
11. Empower individual's family being served to make fully informed decisions.
12. Responsible, when on call, to respond to calls from Western New York Independent Living, Inc.'s (WNYIL's) answering service in a timely manner.
13. Accurately document consumer services and required paperwork in WNYIL's Electronic Consumer Record (ECR) database within two (2) working days of the date of service.
14. Attend Agency's in-service training and staff meetings as well as any other agency related activities as required.
15. Maintain a neat, clean and safe work environment.
16. Perform other job-related duties as assigned by the supervisor.

EDUCATION & TRAINING

- Certified Recovery Peer Advocate (CRPA) certification is required and must be obtained within the first year of employment.
- Professional and life experience may be considered in lieu of, in full or part of academic credentials.

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

KNOWLEDGE & EXPERIENCE (if required)

- Experience working with individuals with disabilities is preferred.

High school diploma or equivalent requires three (3) years of work experience providing peer services.

Associate degree requires two (2) years of work experience providing peer services.

Bachelor's degree requires one (1) year of work experience providing peer services.

SKILLS & ABILITIES

- Must have a form of reliable transportation in order to service individuals in need within Niagara County.
- Criminal background check will be conducted.
- Applicants must identify as having lived experience with substance use and/or addiction, directly or as someone who has lived with or supported an individual affected by substance use or addiction.
- Niagara County residents are encouraged to apply.
- Must have basic level of knowledge of computers including the use of Excel spreadsheets, databases, word processing and networks.
- Perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for persons with disabilities.

WORKING CONDITIONS

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| WORK ENVIRONMENT | Office/ Community |
| PHYSICAL DEMANDS OF THE JOB | Sitting for extended periods of time. Occasional lifting of not more than 15 pounds. |
| HOURS / SHIFTS | 37.5-40 hours per week. Rotational On-Call Required. Overtime rarely required. |
| CLASSIFICATION | Full-time, salary, non-exempt, Professional staff. Range: \$40,000 - \$42,610 |
| BENEFITS | Agency provided health insurance. Vision, dental, life, supplemental insurances available. |

PTO and paid holiday package.
403(b) retirement with Agency match.
Employee Assistance Program

OTHER

Western New York Independent Living, Inc. values our 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: April 22nd, 2026

Cover Letter and Resume Required to:

Tina Brown, CHRCO
WNY Independent Living, Inc,
3108 Main St.
Buffalo, N.Y. 14214
Employment@wnyil.org