

JOB OVERVIEW	
JOB TITLE	Family 2 Family (F2F) Peer Support Specialist
DEPARTMENT	Mental Health Peer Connection (MHPC)
LOCATION	Buffalo, NY.
DIRECT SUPERVISOR	Assistant Director of MHPC
GENERAL JOB DESCRIPTION	
Provide information, resources, and support to those affected by someone else's addiction in Erie County Medical Center (ECMC) and the community.	
SPECIFIC DUTIES & RESPONSIBILITIES	
1. Work in the community and with Addict to Addict (A2A) peers within Erie County Medical Center (ECMC) to reach out to families and individuals who need assistance dealing with someone else's addiction. 2. Meet with the families of the individuals admitted to the emergency room (ECMC) or community, for substance use disorders, and inform them about recovery and resources available in addressing emergencies. 3. Provide NARCAN training to interested parties so they recognize the signs of an Opioid overdose and can administer Naloxone. 4. Provide information and referrals to individual and family supporters in navigating services available to prevent re-occurrence through family service plans. 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 Erie County, in addressing the needs of dealing with Substance Use Disorder. 7. Provide immediate follow-up for the family, in making initial contact with positive community and/or medical support. 8. Be a liaison and advocate with the existing medical and community support 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 to help understand the perspective of the individual being served. 11. Empower the 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 Records (ECR) within two (2) working days of the date of service. 14. Participate in maintaining a neat, clean, and safe work environment. 15. Perform other job-related duties as assigned by the supervisor.	
EDUCATION & TRAINING	

- Within six (6) months of employment, the candidate must be a Certified Recovery Peer Advocate (CRPA).
- Professional and life experience may be considered in lieu of, in full or part of academic credentials.

High school diploma or equivalent

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)

- High school diploma or equivalent requires three (3) years of work experience with disabled adults or related experience.
- Associate degree requires two (2) years of work experience with disabled adults or related experience.
- Bachelor's degree requires one (1) year work experience with disabled adults or related experience.

SKILLS & ABILITIES

- Criminal background check will be conducted.
- The applicant must be a current or former consumer of mental health services.
- Must have intermediate 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

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. M – F 8:30 am – 5:00 pm. (Hours may vary during on-call shifts) Overtime is rarely required.
CLASSIFICATION	Full-time, salary, non-exempt, Professional staff. Salary \$45,000-\$47,500
BENEFITS	Agency provided group 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: September 8th, 2026

Cover Letter and Resume Required to:

Human Resources Dept.
WNY Independent Living, Inc.
3108 Main St.
Buffalo, N.Y. 14214
employment@wnyil.org