

JOB OVERVIEW	
JOB TITLE	Family 2 Family (F2F) Peer Support Specialist
DEPARTMENT	Mental Health Peer Connection (MHPC)
LOCATION	Buffalo, NY.
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 Erie 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) 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 Erie 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 families to be 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. Participate in maintaining 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 six (6) months 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.

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

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

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

SKILLS & ABILITIES

- Must have a form of reliable transportation in order to service individuals in need within Erie County.
- A 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. Overtime is rarely required.
CLASSIFICATION	Full-time, salary, non-exempt, Professional staff. Salary \$42,000-\$45,500
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: October 5th, 2026

Cover Letter and Resume Required to:

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