



POSITION TITLE: Peer Support Specialist (Crisis Team)	PERCENTAGE TIME: 40-hours/weekly OR 20-hours/weekly
SALARY: \$20-\$23/hour	CLASSIFICATION: NON-EXEMPT
WORKING HOURS: Variable Monday – Sunday Day/Overnight available	POSITION CLOSE DATE: Friday, March 14, 2025

Who We Are: Austin Area Mental Health Community (dba Austin Mental Health Community) is a Texas 501c3 nonprofit corporation. Austin MHC is a peer run organization who provides its services to adults with lived mental health, substance use and homelessness experiences. Austin MHC supports and advocates for a person’s right to achieve mental wellness, self-empowerment and self-sufficiency. For over 25 years we have provided peer support through a myriad of ways through facilitated support groups, advocacy opportunities, peer professional training and supervision and more.

General Description: As a Peer Support Specialist on the crisis team, you will provide immediate, compassionate, and empathetic support to individuals experiencing mental health crises or emotional distress. Drawing from your lived mental health, substance use and/or re-entry experiences, you will instill hope while supporting peers through stabilization using de-escalation techniques and peer support strategies. Your role will involve assisting adults in managing overwhelming emotions and regaining a sense of control and safety. You will facilitate and model coping strategies, such as grounding exercises, mindfulness, and breathing techniques, to help individuals manage their emotional and psychological states.

Creating a safe, welcoming, and non-judgmental environment will be essential to making people you serve feel comfortable and supported as they express themselves. You will work collaboratively with the team to ensure the space fosters healing. Additionally, you will empower the people you serve by helping them explore their strengths, build resilience, identify their recovery goals, and encourage active participation in their recovery journey.

You will also assist people in connecting to immediate mental health services, community resources, and long-term support options after their respite care. By working closely with clinical staff, you will integrate peer perspectives into care plans and provide insights based on your lived experience. Additionally, you may provide accurate documentation of each interaction and ensure confidentiality and compliance with privacy regulations, and you will support follow-up efforts to connect individuals to further care.

Major Responsibilities:

- Provide Peer Support in a crisis setting.
- Utilize active listening skills to engage with individuals creating a safe and supportive space.
- Resource referrals.
- Communicate collaboratively with clinicians, support staff, and others who may be involved in supporting your peer.
- Attend all meetings.
- Advocate for individuals to gain the support and resources they need.
- Promote self-management and self-agency.
- Strong organizational and program planning/execution skills.
- Strong written and oral communication skills.
- Maintain accurate records of support.
- Excellent interpersonal skills.
- Proficiency in standard business software (e.g., Word, PPT, Excel, Outlook) and familiarity with online technology.

Required Responsibilities:

- MHPS (Mental Health Peer Specialist), RSPS (Recovery Support Peer Specialist), and/or RPS (Justice Involved-Reentry Peer Specialist) Texas Certification required or the ability to gain the certification.
- Strong interpersonal skills with the ability to relate to individuals in distress, providing non-judgmental, empathetic support.
- Training or certification in peer support or crisis intervention.
- Ability to gain knowledge of crisis stabilization techniques and de-escalation practices.
- Ability to maintain calm under pressure and manage emotionally intense situations.
- Understanding of confidentiality and professional boundaries.
- Comfort working in a team-oriented environment with clinicians, social workers, and other support staff.

Preferred Skills:

- Experience working in crisis intervention, mental health, or trauma-informed care settings.
- Knowledge of local resources for mental health services, housing support, and community organizations.
- Ability to provide one-on-one peer support in-person or telephonically.
- Understanding of recovery principles, including self-determination, resilience, and empowerment.

Work Environment:

This position is based in a crisis respite facility, which provides a supportive, short-term environment for individuals in crisis who may not need hospitalization but require temporary care and support. Peer Support Specialists will work alongside mental health professionals, clinicians, and case managers to offer holistic, peer-informed care. The role may involve direct interaction with individuals in a high-stress environment and requires a calm, compassionate, and solutions-focused approach.

Austin Mental Health Community is committed to a workplace with diverse perspectives and experiences. We encourage persons of various racial/ethnic, gender, sexual orientation, age, disability, and religions to apply for positions.

To apply, please fill out [THIS FORM](#) by Friday, March 14, 2025. QR Code for form is below:

