

Good News Rescue Mission
Job Description, 2025

Position Title:	Peer Support Staff	
Ministry Department:	Coordinated Community Care	
Reports To:	ECM Manager	
FSLA Status:	Non-Exempt	Hourly Pay Range:
Status:	Part-time, hourly	\$20.00 - \$20.00

Mission Statement

The Peer Support Staff plays a vital role in supporting individuals experiencing homelessness or housing instability to secure and maintain stable housing.

Job Summary

We are seeking a compassionate, dependable, and professional individual to join our team in supporting women transitioning from hospitalization into a structured transitional housing setting. The Support Staff member will assist with daily operations, client supervision, case management tasks, and ensure a safe and peaceful atmosphere within the home. This position reports directly to the ECM/CCC Lead or ECM/CS Manager.

Key Responsibilities

- Provide daily supervision and emotional support to female clients.
- Assist with client intakes, orientation, and maintaining a peaceful environment.
- Manage and support client's medical caseloads, including medication reminders and documentation.
- Assist clients in overcoming housing barriers and coordinating a smooth transition into independent or supportive housing.
- Drive clients to appointments, errands, or other necessary destinations.
- Cook, clean, do laundry, and perform other household tasks as needed.
- Order and maintain household supplies.
- Ensure all activities are accurately documented in RXNT and Mission Tracker systems.
- Monitor and maintain appropriate medication schedules (non-clinical).
- Maintain detailed, professional case notes.
- Collaborate with case managers, clinical staff, and other team members to support client success.
- Lift or move objects/items up to 50 lbs. safely when required.
- Regularly update and communicate with the ECM/CCC Lead or ECM/CS Manager on client progress, incidents, and operational needs.

Performance Expectations

- Timely completion of forms and follow-ups
- Maintain organized client Housing Files
- Report monthly outcomes (# housed, # apps, barriers addressed)
- Demonstrate professionalism and empathy

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Required Qualifications

- High school diploma or GED required; some college preferred (especially in psychology, social work, or healthcare).
- Minimum 1 year of experience in a behavioral health, residential, or transitional housing setting preferred.
- Computer proficiency is a must, especially in Microsoft Word, Excel, Outlook, and client documentation software (e.g., RXNT, Mission Tracker).
- Valid driver's license and clean driving record.
- Ability to work independently and manage multiple tasks efficiently.
- Strong interpersonal and communication skills.
- Compassionate, patient, and non-judgmental demeanor.
- You must be physically able to lift and carry up to 50 lbs.

Working Conditions and Physical Effort:

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Pleasant working environment; maybe exposed to cold occasionally. The noise level in the work environment is usually moderate. Employee may come into contact with irate and irrational clients who may or may not be under the influence of mind-altering substances such as cocaine, marijuana, alcohol, etc., or be mentally or physically disabled. Employee may be regularly exposed to some risk of communicable disease from guests of facility, exposure to TB and other respiratory diseases. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to walk, talk and hear. The employee is occasionally required to stand and regularly required to sit, manual dexterity necessary in using hands to finger, handle, feel, type on computer keyboard. The employee is required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds up a staircase. Specific vision abilities required by this job include distance vision, color vision, depth perception and peripheral vision. The employee is required to have close visual acuity to perform and activity such as viewing a computer terminal. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Pre-Employment Screening:

- Drug test
- Clean DMV
- Must be insurable through GNRM's auto insurance provider

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Onboarding Milestones (first 90 Days)

Week 1: Review orientation, attend team intro, shadow walkthroughs

Week 2: Learn housing forms/checklists

Month 1: Support 1-3 clients

Month 2: Complete plans and housing applications

Month 3: Manage 5-8 caseloads with full documentation