

Good News Rescue Mission

Job Description



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

Specific Hours required: Tuesday through Thursday, 2pm-10:30pm (*Includes a required 30-minute lunch break*)

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.
- Performs other related duties as assigned.

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.
- Minimum 2 years of case management experience in an ECM (Enhanced Case Management) related field.
- 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.

Work Environment:

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. The environment is pleasant overall, though employees may occasionally have exposure to cold temperatures. The noise level is usually moderate.

Employees may encounter irate or irrational clients, who may or may not be under the influence of mind-altering substances such as cocaine, marijuana, alcohol, etc., or who may be mentally or physically disabled.

Employees may also be regularly exposed to some risk of communicable diseases from guests at the facility, including potential exposure to tuberculosis (TB) and other respiratory illnesses.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

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 also regularly required to sit and occasionally required to stand. Good manual dexterity is required for tasks involving the use of hands to operate a computer keyboard, handle objects, and perform detailed work. The employee is also required to reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds, including going up flights of stairs.

Specific vision abilities required for this job include distance vision, color vision, depth perception, and peripheral vision. The employee is also required to have close visual acuity for tasks such as viewing a computer terminal.

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Pre-Employment Screening

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

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