

POSITION TITLE: COMMUNITY SERVICES ASSOCIATE B-PEER SUPPORT SPECIALIST

CENTER:	Emergency and Short-Term Stabilization Services	DEPARTMENT:	Crisis Receiving Center
LOCATION:	502 Old Lynchburg Rd, Charlottesville, VA 22903		
FLSA STATUS:	Non-Exempt	INCLEMENT STATUS:	Essential
GRADE:	8 or 9	SCHEDULE:	Full-time
		GROUP:	30

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent works as part of the Emergency Services team, based in the Crisis Assessment Center at the University of Virginia's Emergency Department or in Emergency Services offices, as necessary. The incumbent is expected to perform in accordance with applicable professional ethics, state quality assurance standards, as well as established Region Ten policies. The incumbent is a current or former recipient of mental health services who establishes a helping relationship with consumers in a psychiatric crisis that promotes respect, trust, warmth, understanding, hope and recovery as well as reducing the traumatic effect of being in crisis and in police custody.

The incumbent reports to the Director III of Emergency Services and duties require proceeding alone under standard practices with referral of questionable situations to the supervisor. Standard practices allow for the independent accomplishment of recurring tasks and use of own initiative for prioritizing the work schedule. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies.

MAJOR DUTIES:

1. Implements range of support services designed to educate, support and empower persons with mental illness and their families/care givers, using a recovery-based model.
2. Link individuals with agency and community resources to promote mental health wellness, recovery and empowerment.
3. Introduce best practice recovery skills such as WRAP, Pathways and/or 12 step programs.
4. Work closely with law enforcement, hospital staff and Emergency Services clinicians in a professional manner. Self
5. Assist in communicating the ECO process to consumers in police custody as well as to family members/other supportive individuals, as appropriate.
6. Serve as a presenter/trainer with Crisis Intervention Team Training.
7. Support data collection as specified by the CIT Coordinator and/or ES Director.
8. Must have a willingness to share personal story connected to mental health/substance abuse recovery.
9. Attends required meetings and participates in trainings as assigned.
10. Participates in clinical and administrative supervision as determined by the Director of ES.

QUALIFICATIONS:

EDUCATION:

- The incumbent must have a high school diploma or equivalent (GED)

EXPERIENCE

- The incumbent will have personal, lived experience in their own mental health or substance abuse recovery or experience as the family member or loved one of a person with lived experience.
- Must have a strong commitment and desire to help others move towards recovery from the impact of a psychiatric emergency.
- Must have the skills and competence to establish supportive trusting relationships with persons.
- Experience working in role of Peer Recovery Specialist and status as Certified Peer Recovery Specialist preferred.

CERTIFICATION/LICENSE:

- The incumbent must become a Certified Peer Recovery Specialist within 12 months is required
- To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as issued by the Department of Motor Vehicles (required)

- For business use of a personal car, a certificate of valid personal automobile insurance must be provided (required)

KSAS

Knowledge of characteristics of severe mental illness and mental illness with chemical abuse; the concepts and practices of recovery from illness and its impact on daily life; specific tools for fostering recovery interest and achievement, including WRAP; crisis recognition, prevention techniques, and management; procedures for preventing, diffusing and managing aggression; emergency procedures; first aid; CPR; business arithmetic; and computer skills.

Skills in: engagement of consumers in a recovery process; communicating in a professional manner with a variety of individuals, fostering a sense of trust in others, exhibiting a calm and supportive presence when in an often-hectic emergency room milieu.

Abilities to: teach a wide variety of mental health recovery topics; lead and motivate groups; work collegially with other staff; problem-solve for self and for consumers; act positively and constructively in all interactions with service recipients and their friends and families; make sound and safe decisions as regards behavior management, health needs, emergencies; perform work assignments under little or no direct (i.e. present) supervision; analyze needs of consumers and respond appropriately.

POSITION ORGANIZATION CHART:

Director

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Community Service Associate B- Peer Support Specialist

I have reviewed this job description and acknowledge the duties as well as the included KSA (knowledge, skills, abilities). I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date

Position Description updated: September 9, 2026