



## JOB POSTING

**JOB TITLE:** Peer Support Manager

06.2026

**PAY RATE:** \$55,000 annual, DOE

**DAYS/HOURS/STATUS:** Monday-Friday 1:00pm-9:00pm; Full-time; Non-exempt

### **PRIMARY FUNCTIONS:**

- Directly responsible for the day-to-day operations, programming, and performance of the Steve Preston Peer Connection Center (PCC).
- Provide supervision, coaching, and accountability for peer support specialists and interns, ensuring alignment with PCC goals and VOC standards.
- Design and implement a structured, intentional monthly activity calendar that aligns with program goals, client needs, and funding requirements.
- Ensure activities are not just offered, but strategically planned, attended, and evaluated for impact.
- Monitor participation trends and adjust programming to improve engagement, accessibility, and outcomes.
- Work closely with leadership and grants team to ensure PCC programming aligns with grant deliverables, allowable activities, and reporting expectations.
- Track and manage program data, attendance, and outcomes to support grant reporting and program evaluation.
- Ensure all documentation meets compliance standards and contributes to accurate, timely reporting.
- Identify gaps between programming and funding requirements and proactively adjust operations.
- Lead daily huddles and facilitate regular team meetings focused on priorities, performance, and problem-solving.
- Maintain oversight of documentation, service plans, and case notes, ensuring quality and consistency.
- Coordinate staff and client trainings related to behavioral health, crisis response, and peer support best practices.
- Provide direct peer-based support to veterans in the PCC.
- Serve as a subject matter expert in suicide prevention and crisis response, maintain certifications (ASIST, QPR, MHFA, etc.).
- Train staff in recognizing and responding to crisis situations, ensuring appropriate protocols are followed.
- Collaborate with internal departments and external partners to strengthen programming and resource access.
- Support outreach efforts that increase awareness and utilization of PCC services.

### **PREFERRED QUALIFICATIONS:**

- Bachelor's degree and two years of mental health direct care experience or equivalent.
- Experience with program tracking, data management, or grant-funded services strongly preferred.
- Demonstrated ability to manage programs with measurable outcomes and accountability expectations.
- Certified Recovery Specialist or Certified Peer Specialist with at least one year of experience supervising peer staff.
- Peer Specialist Supervisory Training certificate strongly preferred but must be obtained within six months of hire.
- A veteran preferred; or a person with demonstrated knowledge and experience with veterans' concerns.
- Excellent verbal and written communications skills with a nonjudgmental approach that reflects cultural competency and sensitivity to the unique needs and diverse experiences of the individuals served.
- Proficient in use of web portal and Microsoft Office applications.
- Able to engage and maintain positive relationships with veterans and their family members as well as develop collaborative relationships with VOC personnel and community stakeholders.
- Ability to recognize and relate effectively to people with diverse psychiatric, alcohol and substance abuse problems, both individually and in groups, as well as people with diverse cultural, ethnic, and racial backgrounds.
- Ability to adapt to a flexible work schedule, participates in on call duty as needed.
- Valid NY State driver's license, clean driving record.
- Strong ethical character with ability to abide by VOC values of Respect, Integrity, Service and Excellence.

***Veterans Outreach Center, Inc. is an equal opportunity employer.  
Veterans of the U.S. Armed Forces are encouraged to apply.***