



JOB POSTING June 2026

JOB TITLE: Peer Support Specialist
STATUS: Sunday-Thursday 3pm-11pm, non-exempt – *open to applicants with Full OR Part Time availability!*
DEPARTMENT: Steve Preston Peer Connection Center/Programs
PAY RATE: \$19-21/hour, DOE

PRIMARY FUNCTIONS:

- Provide direct peer-based support to veterans utilizing the Peer Connection Center, including one-on-one support, encouragement, advocacy, and connection to appropriate internal and community resources.
- Build rapport with veterans by recognizing individual strengths, responding with empathy, and creating psychologically safe interactions.
- Assist clients in developing empowerment skills through self-advocacy, wellness planning, goal setting, and connection to natural support.
- Support the Peer Support Manager in implementing the monthly activity calendar, including groups, workshops, training, social connection opportunities, and wellness-based activities.
- Help prepare for, facilitate, and evaluate Peer Connection Center activities to ensure programming is intentional, welcoming, attended, and aligned with client needs.
- Promote participation in Peer Connection Center programming by actively engaging veterans, encouraging attendance, and helping reduce barriers to involvement.
- Provide role modeling and one-on-one support to clients while actively facilitating conflict resolution and remaining calm, objective, and solution-focused during emotionally charged or complex situations.
- Utilize Apricot to document client interactions, participation, referrals, case notes, and other required data in a timely, accurate, and professional manner.
- Communicate concerns regarding client statements, behaviors, safety needs, crisis indicators, or service gaps to the Peer Support Manager or appropriate leadership in a timely manner.
- Assist with identifying client needs, resource gaps, participation trends, and opportunities to improve Peer Connection Center engagement.
- Support a clean, welcoming, safe, and organized Peer Connection Center environment.
- Attend training related to peer support, trauma-informed care, crisis response, veteran culture, documentation, etc.
- Participate in community activities as a representative of Peer Support Services as needed.
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PREFERRED QUALIFICATIONS:

- Previous military experience preferred. Must be a certified NYS Peer Specialist or be able to obtain certification within the first 4 months of employment.
- Demonstrated cultural competencies in the following areas: Emotional Intelligence, Trauma-informed care, Conflict resolution and de-escalation techniques, Peer-centered support, and sensitivity to diverse backgrounds.
- HS diploma or higher level of education achieved, along with at least one year of experience in peer support, human services, behavioral health, hospitality, recreation, community engagement, or a related field.
- Able to work evenings until 9pm, weekends, and holiday hours.
- Effective interpersonal communication skills; a willingness to be helpful, flexible, patient, and creative; able to remain calm during crisis situations.
- A nonjudgmental approach that reflects cultural competency and sensitivity to the unique needs and diverse experiences of the individuals served.
- Strong organizational skills, accountability, and ability to accurately collect and record data, write case notes, maintain client files, and follow documentation expectations.
- Ability to take direction, communicate clearly with a supervisor, and work as part of a team-based program model.
- Valid NY State driver's license.
- 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.***