

Job Posting

Warmline Staff

Hours: 4-9 PM, weekends and weekdays

Location: Stepping Stone, 132 Pleasant St, Claremont, or Next Step, 109 Bank St, Lebanon

Stepping Stone is seeking individual(s) with lived experience to provide telephone peer support in our Warmline program.

See attached Job Description for responsibilities.

Training Requirements:

- must be certified in Intentional Peer Support (IPS) or attend the next scheduled approved peer support training to become certified. Must attend Co-reflection or Community of Practice.
- must have completed Wellness training or attend the next scheduled approved training
- must attend Warmline training when available
- must attend additional trainings as determined by your supervisor

To apply:

In-person: Complete an application and give it to Shanon Laferte at Stepping Stone or Susan Seidler at Next Step.

Online: Complete an application and email it to shanon.laferte@steppingstonenextstep.org.

For more information please call Shanon at 603-543-1388.

All requests for information and applications are held in confidence.

Members are encouraged to apply.

EOE.

Job Description – Warmline Staff

Location: 132 Pleasant Street, Claremont, NH; 109 Bank Street, Lebanon; 377 S Willow Street B2-4, Manchester, NH
Employee Type: part-time, regular, non-exempt

This position is supervised by: Program Director

General Responsibilities:

The Warmline staff provides peer support to Members and Participants to ensure high quality service delivery and completes documentation of service delivery. The Warmline staff promotes the tasks, principles, and values of Intentional Peer Support and adheres to Member and staff policies and procedures.

Specific Responsibilities:

Peer Support

1. To answer the phone in a courteous manner.
2. To place callers on hold or end a call as needed to provide priority service to New Hampshire callers.
3. To complete the number of outreach calls as assigned by your supervisor, and complete thoroughly all approved documentation.
4. To answer incoming peer support calls (i.e., check-in calls) and complete thoroughly all approved documentation.
5. To check periodically for voicemail messages and return calls as requested.
6. To understand and model Trauma Informed Intentional Peer Support and its values.
7. To understand and uphold the Member Rights and Responsibilities, House Rules, and other Member policies and procedures.
8. To be familiar with the groups and schedules for all agency sites.
9. To report to your supervisor calls which violate the Member Rights and Responsibilities, and complete an Incident Report as requested by your supervisor.
10. To review notes for content and accuracy.
11. To make handwritten changes to the call list to include additions, deletions, and call preferences as needed.

Attendance

1. To be punctual according to the staff schedule or individual notification from Program Director or Executive Director.
2. To complete staff timesheet accurately and on time, and sign it at the end of each pay period.
3. To check individual staff mailbox if provided on every shift.
4. To submit in writing requests for planned time off to the Program Director by the 15th of the month before the time off.
5. To notify the Program Director or the on-call staff as soon as possible in the case of an unplanned absence.
6. To attend staff meetings.
7. To attend all required trainings.

General

1. To notify the Program Director, Executive Director, or on-call staff every time the police, fire department or ambulance arrives at the Center.
2. To understand and demonstrate healthy boundaries and model good self-care.
3. To perform other duties as assigned.

Minimum Qualifications:

1. High school diploma, GED, or equivalent knowledge.
2. Proven ability to adhere to strict confidentiality standards.
3. Written and verbal communications skills.
4. Willingness to learn.
5. Ability to meet deadlines and prioritize effectively.
6. Ability to work independently and as part of a team.
7. Reliable transportation.
8. Ability to lift a maximum of 10 pounds, walk up and down stairs, and sit or stand for a majority of the workday.