

DATE POSTED: 4/22/26

DEADLINE FOR APPLICATIONS: 5/4/26

Job Posting

Peer Support Center Staff – 2 positions available

Hours per week: 9 (Monday, 8 AM-1 PM; Friday, 8 AM-12 PM)

Location: 132 Pleasant St, Suite #1, Claremont NH

Stepping Stone is seeking individual(s) with lived experience to work in the Peer Support Center.

See attached Job Description for specific responsibilities.

Training Requirements:

- must be a Certified Peer Support Specialist (CPSS) or attend the next scheduled CPSS training and become certified
- must attend additional trainings as determined by your supervisor

To apply:

Complete an application and give to Shanon Laferte at Stepping Stone or Susan Seidler at Next Step. For more information please call Shanon at 603-543-1388.

To apply online, visit www.steppingstonenextstep.org/employment/

All requests for information and applications are held in confidence.

Consumers and Members are encouraged to
apply. EOE.

Job Description – Peer Support Center Staff

Location: 132 Pleasant Street, Claremont, NH; 109 Bank Street, Lebanon, NH

Employee Type: part-time, regular, non-exempt

This position is supervised by: Program Director

General Responsibilities:

Peer Support Center staff provides peer support to ensure high quality service delivery and completes documentation of service delivery. Peer Support Center 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 understand and model trauma-informed Intentional Peer Support and its values.
2. To understand WRAP® and other wellness models and support peers working on personal wellness plans.
3. To understand and uphold the Member Rights and Responsibilities, House Rules, and other Member policies and procedures.
4. To greet Members, Participants, and Guests and provide peer support as needed.
5. To greet potential Members with a New Member's Packet, a tour of the building, a description of peer support, and encouragement to come back.
6. To post a Question of the Day, solicit Member responses, complete the Question of the Day form, and distribute it to the appropriate person.
7. To facilitate groups according to the daily calendar, encourage Member participation, complete Daily Group Notes, and distribute them to the appropriate person.
8. To complete daily outreach calls, and record them accurately.
9. To be familiar with the groups and schedules for all agency sites.

Phone

1. To answer the phone in a courteous manner and direct calls to the appropriate person.
2. To transfer calls to voicemail or write messages for staff without voicemail.
3. To record accurately incoming and outgoing peer support calls.
4. To ensure Member volunteers understand the phone policies and are trained in phone use.

Agency Support & Paperwork

1. To review the previous day's Daily Checklist, complete the tasks on the current day's Daily Checklist, and distribute the completed form to the appropriate person.
2. To notify the appropriate person when supply levels are low.
3. To monitor use of the washer and dryer according to agency policy, hole-punch the laundry card, and record laundry information on the Daily Log Sheet.
4. To monitor use of each Member computer, including accurate completion of the Computer Rules and Sign-in Sheet.
5. To complete the Daily Log Sheet, including first and last name of each Member, Participant and Guest, and distribute the form to the appropriate person.
6. To provide each potential employee with an Employment Application and distribute the completed application to the appropriate person.
7. To complete an Incident Report as needed and distribute the completed form to the appropriate person.

Attendance

1. To be punctual according to the staff schedule or individual notification from the 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 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.

I hereby acknowledge that I have read and understand that this job description is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of duties, responsibilities or requirements. I understand that this description does not preclude my supervisor's authority to add or change duties or responsibilities and understand that the performance of other duties will be required from time to time in order to meet the needs of The Stepping Stone Drop-In Center Association. I have been provided a copy of this job description.

Signature

Date