DATE POSTED: 11/2/26 DEADLINE FOR APPLICATIONS: 11/23/26

Job Posting

Warmline Staff – 1 position available

Hours per week: 5
Schedule: Sunday, 4-9 PM
Location: 132 Pleasant St, Suite #1, Claremont NH or 109 Bank St, Lebanon, NH

Stepping Stone is seeking an individual with lived experience to work in the Warmline program.

See attached Job Description for responsibilities.

Training Requirements:

- must be a Certified Peer Support Specialist (CPSS) or attend the next scheduled CPSS training and become certified.
- must attend annual training in Warmline
- must attend additional training 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 – 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 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 WRAP® and other wellness models and support peers working on personal wellness plans.
8. To understand and uphold the Member Rights and Responsibilities, House Rules, and other Member policies and procedures.
9. To be familiar with the groups and schedules for all agency sites.
10. To report to your supervisor calls which violate the Member Rights and Responsibilities, and complete an Incident Report as requested by your supervisor.
11. To review notes for content and accuracy.
12. 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.

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*