

LIFE MANAGEMENT CENTER, INC.
POSITION DESCRIPTION
Last Revised 09/25/2026

Incumbent's Name:		Employment Status:	Part-Time
Job Title:	CRF Peer Specialist	Reports To:	Crisis Services Program Director
Classification:	Non-Exempt	Supervises:	N/A

Mission Statement:

It is the mission of Life Management Center to inspire confidence and respect as a provider of comprehensive behavioral care and family counseling services and to be a valued partner in the alliances that promote the health and quality of life of our community and its members.

POSITION SUMMARY:

A Peer Specialist uses their lived experience to serve as a mentor to provide support for persons with severe persistent mental illness and or substance use disorder. This role will promote hope. The role is non-clinical and does not include treatment, assessment and/or clinical evaluations of clients. It involves developing a relationship of trust that builds clients' resilience, hope, recovery skills, and connects them to treatment services.

The CRF Peer Specialist collaborates with other CRF staff to promote a team culture that recognizes, understands, and respects each client's point of view, experiences, and preferences. The Peer Specialist promotes client choice, self-determination, and decision making with preference of receiving facility providers and outpatient services as appropriate. Provides peer counseling, consultation, practical help and support, mentoring, advocacy, coordination, problem-solving, and side-by-side support to clients, families, and team staff; serve as liaison with community resources; and assist in crisis intervention.

ESSENTIAL/CORE JOB-SPECIFIC DUTIES AND RESPONSIBILITIES

1. Assist clients in working with their case manager and other clinician/prescriber in determining the steps to take to achieve the personal goals and self-directed recovery through individual and/or group setting. RS will support clients in finding and developing the recovery goals by providing skill building, based on personal strength, supports and resources to aid them in order to achieve those goals.
2. Role model's competency in recovery, resiliency, wellness strategies and other techniques to the clients as well as coworkers and other staff. Share own personal recovery journey story to role model the value of recovery and teach clients appropriate self-advocacy to help clients sustain recovery success.
3. Serves as an advocate, mentor, or facilitator for resolution of issues that a client in crisis is unable to resolve on their own.

5. Provides education and support to clients/families presenting for crisis management to regain and maintain personal wellness and recovery.
6. Provides coaching on how to navigate the mental health/substance abuse treatment system.

OTHER JOB-SPECIFIC:

1. Takes appropriate actions as needed to prevent or correct safety hazards.
2. Utilize and teach problem solving techniques with individuals.
3. Utilize a supportive approach with clients to promote positive self-talk to alleviate fears and anxieties.
4. Attends program staff meeting and case conferences as appropriate to gain knowledge and communicate information on individuals being served.
5. Conduct ongoing individual and group meetings as available on inpatient units to teach problem solving techniques with as well as how to identify and combat negative self-talk and fears by sharing their experiences.
Assist consumers in developing empowerment skills through self-advocacy.
6. Able to represent strengths and needs of clients to themselves, staff and clinicians.
7. Advocates for clients at appointments and services within the healthcare systems.
8. Maintain contact by phone and/or email with recovering person after they leave the program to ensure their ongoing success and to provide re-engagement support in partnership with other agencies in the community, if needed.

CLINICAL COMPETENCIES/PERFORMANCE

1. Knowledge of the Recovery model and be able to demonstrate the ability to facilitate client's recovery process based on the Five Key Recovery concepts (Hope, Personal Responsibility, Education, Self-Advocacy, and Support)
2. Knowledge and skill to teach and engage in basic problem-solving strategies to support individual clients in self-directed recovery.
3. Knowledge of the signs and symptoms of mental illness (i.e. auditory and visual hallucinations, aggressive talk and behavior, thoughts of self-harm or harm towards others, isolation) and the ability to assist the client to address symptoms using strategies such as positive self-talk.
4. Demonstrates knowledge about substance use disorders, dependence, and other addictive behaviors and their treatment to determine the client's readiness for treatment and change.

5. Demonstrates ability to screen for danger to self or others.
6. Demonstrates understanding of available treatment resources and their appropriate use in working with the client's mutually agreed-upon treatment goals and measurable objectives.
7. Therapeutic Relationships/Ethics: Effectively establishes rapport, empathizes and communicates with clients. Respects and ensures protection of client rights and confidentiality/ privacy. Demonstrates knowledge of and adherence to accepted ethical and professional standards of conduct. ~~Am~~
8. Demonstrates knowledge and skills of Trauma Informed Care to assist clients with potential paths for recovery and recognize the signs and symptoms of trauma.

CENTERWIDE EXPECTATIONS

1. Performance Improvement: Initiates efforts to improve job, program, or Agency performance and quality of services. As appropriate, participates in LMC performance improvement initiatives or activities (e.g., work teams, committees, etc.).
2. Initiative/Acceptance of Responsibility: Demonstrates self-motivation and self-reliance. Performs tasks willingly and carries out assigned duties. Adjusts to peaks in work load; demonstrates flexibility and adaptability to change. Performs additional responsibilities as needed/required.
3. Attitude/Customer Relations: Demonstrates a positive, supportive, respectful and helpful attitude in interactions with all clients, visitors, other employees and the public in compliance with EEO standards and policies. Contributes to cohesive group relationships; uses open communication to identify and resolve problems in and between units/departments.
4. Patient Safety: Demonstrates a commitment to ensuring services provided/job performed promote and maintain a culture of patient safety throughout the agency. Effectively communicates and proactively identifies risks to help reduce errors and other factors that may contribute to unintended adverse outcomes.
5. Performance Appraisal: Conducts or assures completion of the formal performance appraisal process for assigned staff and programs. Maintains at least 90% compliance with on-time completion and submission to HR for assigned appraisals.
6. Attendance: Observes assigned work hours, use and scheduling of leave, and punctuality by using Power-Time. Provides notification of absences, tardiness and leave requests in accordance with the Agency's policies and procedures. Respects length of time taken for lunch breaks and work breaks.
7. Training and Education: Maintains compliance with required training in accordance with established time frames on My Learning Pointe. Seeks opportunities to increase knowledge and competencies which benefit the position, program or Agency.

8. Other duties as required: Complies with changes in duties and assignments in a positive and cooperative manner.

QUALIFICATIONS:

1. Openly identifies as a person who has lived experience of using/have used mental health services and/or substance use disorder services or programs.
2. Actively engages in self-care program that promotes recovery.

Education/Experience:

- A high school diploma or its equivalent.
- Certified as a Peer Specialist or eligible to obtain Peer Specialist certification within one year of employment.
- Experience with mental illnesses and/or substance use disorder.

Licensure or Certification:

- Recognized as a Certified Recovery Peer Specialist by the Florida Certification Board and in good standing or obtain certification within one year of employment.
- Must possess a current and valid driver's license with no more than six (6) points and maintain LMC Designated Auto Driver's status if transporting consumers is part of the job assignment.

Competency/Skills

- Ability to actively listen to others and to establish and maintain effective working relationships while demonstrating understanding, patience and tact in dealing with patients, personnel and the general public.
- Ability to follow written and verbal instructions and guidelines and complete work assignments.
- Must be able to communicate effectively verbally and in writing and must be computer literate.
- Ability to recognize medical and psychiatric emergencies to obtain professional staff assistance.
- Ability to establish and maintain appropriate relationships, empathize, and communicate with clients and family members.
- Ability to apply knowledge of de-escalation techniques.
- Ability to teach basic living / activities of daily living skills.
- Ability to identify potential for self-inflicted harm or suicide.
- Ability to effectively establish rapport, maintain appropriate therapeutic relationships, empathize and communicate with clients.

Knowledge

- Knowledge of the principles and practices of Recovery.
- Must attain competencies for current job skills and requirements in accordance with training schedule and completion of probationary period.

- Understanding knowledge of boundaries and dual relationships and knowledge of available treatment resources and their appropriate use.
- Knowledge of accepted ethical and professional standards of conduct.
- Knowledge of patient safety principles and practices.

WORKING ENVIRONMENT/PHYSICAL DEMANDS:

Definitions for the frequency of occurrence:	Not Applicable (does not perform this activity) Occasionally (performs activity up to 33% of the time) Frequently (performs activity 34% to 66% of the time) Continuously (performs the activity 67% to 100% of the time)			
Working Environment	N/A	Occasionally	Frequently	Continuously
Works inside.....	☐	☐	☐	☒
Works outside.....	☐	☒	☐	☐
Office setting, business or Clinical.....	☐	☐	☐	☒
Work in well-lighted, temperature-controlled facility	☐	☐	☐	☒
Works in confined quarters.....	☐	☒	☐	☐
Works in community settings.....	☐	☒	☐	☐
Provide services in client's natural environment.....	☐	☐	☒	☐
Exposure to communicable diseases.....	☐	☒	☐	☐
Exposure to excessive noise.....	☐	☒	☐	☐
Exposure to marked changes in temperature and/or humidity.....	☒	☐	☐	☐
Exposure to dust, fumes, gases, radiation, microwave.....	☒	☐	☐	☐
Drives motorized equipment.....	☒	☐	☐	☐
Travels for work.....	☐	☒	☐	☐

Mental Demands	N/A	Occasionally	Frequently	Continuously
Problem solve.....	☐	☒	☐	☐
Make decisions.....	☐	☒	☐	☐
Supervise.....	☒	☐	☐	☐
Analyze and interpret data.....	☐	☒	☐	☐
Organize.....	☐	☐	☒	☐
Communicate orally and in writing.....	☐	☐	☐	☒

Works under mental stress to meet deadlines.....	☐	☒	☐	☐
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Physical Demands	N/A	Occasionally	Frequently	Continuously
Standing.....	☐	☐	☒	☐
Walking.....	☐	☐	☐	☒
Sitting.....	☐	☒	☐	☐
Balancing.....	☒	☐	☐	☐
Stooping.....	☒	☐	☐	☐
Kneeling.....	☒	☐	☐	☐
Crouching.....	☒	☐	☐	☐
Crawling	☒	☐	☐	☐
Reaching/working overhead.....	☒	☐	☐	☐
Keyboard use/repetitive hand motion.....	☒	☐	☐	☐
Climbing.....	☒	☐	☐	☐
Pushing/Pulling.....	☐	☒	☐	☐
Lifting (up to 30 lbs.)	☐	☒	☐	☐
Manual dexterity, audio-visual acuity to operate various business machines and computerized information systems.....	☐	☐	☐	☒
Operate heavy duty equipment.....	☒	☐	☐	☐

OSHA CATEGORY (BLOOD BORNE PATHOGEN EXPOSURE)

Category 1: Position routinely involves potential exposure to blood, body fluids or tissue. Position routinely participates in emergency patient care such as First Aid, CPR and seclusion/restraint, or handling of biomedical waste, or other procedures involving potential exposure.

Category **N/A**

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Category 2: Positions normal work routine involves no exposure to blood, body fluids or tissue but potential exposure as in emergency or unplanned situations, such as First Aid, CPR or seclusion/restraint, could occur and may be required as a condition of employment.

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Category 3: Position does not involve exposure to blood, body fluids or tissue. Position is not required to perform CPR, help in emergency seclusion/restraint or provide First Aid.

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DISCLAIMER:

The statements contained herein reflect general details as necessary to describe the principle functions of this position. This is not intended to be an exhaustive list of all responsibilities, tasks, skills, efforts, working conditions or similar behaviors, attributes or requirements associated with this position. The omission of specific statements or duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Individuals may be required to perform other duties as needed. This document describes the position currently available. It is not an employment contract. Apalachee Center, Inc. reserves the right to modify position duties and position descriptions at any time.

NOTICE:

I have read this Position Description, understand its contents and agree to work in accordance with the requirements of the position and to perform all duties and maintain all standards in accordance with Agency policies and procedures. I understand and accept that I may be required to work in any location under the Agency's service areas.

Employee Signature

____/____/____
Date

Supervisor Signature

____/____/____
Date

A copy of this position description was provided to me on ____/____/____.
Employee Initial: _____