



Hiring a Peer Support Specialist in your Emergency Department

The Peer Support Specialist (PSS) plays an integral role in the ED Bridge Program. The success of the program will be dependent upon the PSS as well as the other members of the multi-disciplinary team. The PSS has a unique opportunity to make a positive impact on patients with opioid use disorder (OUD) by sharing their lived experiences to help mentor, guide, and encourage them to initiate treatment.

EDUCATION

- High School Diploma or GED
- Completion of state-certified peer support specialist training.
 - Peer Support Specialist Certification

QUALIFICATIONS

- Enthusiastic, well-organized, and compassionate advocate for all pathways of recovery.
- Self-motivated and critical thinker.
- Basic computer skills needed for charting and reporting purposes.
- Availability to work some evening and/or weekend shifts.

ESSENTIAL JOB DUTIES

- Mentor, guide, and encourage patients with OUD to initiate treatment and provide one-on-one recovery coaching sessions for patients.
- Educate patients on every phase of the recovery journey, from initiation, stabilization, and sustained recovery maintenance.
- Act as a role model for both people in recovery and staff by showing that recovery is possible. Teach effective coping skills and self-help strategies.
- Support patients and link them to community resources that support their goals.
- Serve as an active member of the patient's treatment team.
- Provide education with focus on illness management and peer support.
- Maintain accurate and thorough records on all assigned cases and use documentation to assist patients in evaluating progress. Reports and records are to follow hospital standards.
- Provides advocacy services on behalf of patients.

- Informs supervisor, and other members of treatment team as indicated, of issues/concerns related to individual patients.
- Participates in required training to maintain certification and meets regularly with mentor.
- Maintain confidentiality and complies with company, state, federal and HIPAA rules and regulations.
- Maintains a positive, professional attitude toward patients, staff and volunteers.

PHYSICAL DEMANDS/REQUIREMENTS

- Position requires lifting of 20 pounds maximum, with frequent lifting and/or carrying of items weighing up to ten pounds.
- Normal work tasks may involve exposure to blood, bodily fluids, or tissue.
- May involve 24-hour on-call responsibilities, along with some evening and weekend shift availability.
- Eighteen years of age or older.

JOB TYPE

- Full time

Please note that this document was created using information from Voices of Hope, Seven Counties Services, and Kentucky Opioid Response Effort Deliverables. It is intended to serve as a reference for hospitals participating in the ED Bridge Program to learn more about the role of a Peer Support Specialist.