



Central Iowa Shelter & Services

Peer Support Volunteer

Position Title: Volunteer

Classification: Part-Time, 24 hours/week

Office Location: 1420 Mulberry Street, Des Moines, IA 50309

Reports to: Manager of Client Services

Applications accepted until the position is filled. Interested candidates should submit a resume to Elizabeth Boyer at eboyer@centraliowashelter.org.

Position Overview:

The Peer Support volunteer is a person who uses their lived experience in recovery to form connections with clients and assist clients in understanding and accessing services. This volunteer will cooperate with other health care providers, community partners, and support staff to connect quality care and service to clients. Contact will be based in the Shelter but may occur in nontraditional settings.

The ideal volunteer will:

- Share their lived experience.
- Promote clients' health and ensure clients' goals are developed and documented, focusing on clients' strengths.
- Communicate with providers regarding clients' progress.
- Teach skills, assist with problem solving
- Model good self-care and coping skills and the regular use of wellness tools.
- Work with clients individually, with families, and with groups.
- Comply with HIPAA requirements. Use discretion with patient information while communicating with other agencies on behalf of patients.
- Participate in clinic and performance improvement meetings, as well as in-service training opportunities.
- Work to improve processes and clinical outcomes including disparity and quality improvement initiatives.
- Support a safe, service-oriented atmosphere.
- Maintain operations by following CISS's policies and procedures and reporting needed changes.

Qualifications:

- Must be 18 years of age or older

- Must be living well in recovery, who has experienced a loss of a significant role in their life due to the experience of a serious mental illness or addiction, or homelessness
- Ability to be organized, self-motivated, and resourceful as well as willing to assist the Case Management Team in various capacities as requested.