Canadian Mental Health Association Sudbury/Manitoulin *Mental health for all* / Association canadienne pour la santé mentale Sudbury/Manitoulin *La santé mentale pour tous*	**Peer Support Worker**

INCUMBENT: TBC	**REPORTS TO:** Coordinator, Residential Services
PROGRAM: Housing	**APPROVED BY:** Director, Programs and Planning
DATE APPROVED: July 2026	**HOURS:** 35 hours/biweekly – 3 positions

POSITION SUMMARY:

Under the direction of the Coordinator, Residential Services, the Peer Support Worker provides person-centred, recovery oriented and peer-based support to individuals living with mental health and/or substance use concerns within a residential setting.

The Peer Support Worker supports residents in identifying and achieving their personal recovery goals by providing one-to-one support, facilitating access to community resources, promoting wellness, and fostering meaningful social connections.

This position requires the ability to work days, evenings, weekends, and statutory holidays as required.

ESSENTIAL JOB RESPONSIBILITIES:

Provides Peer-Based Support and Promotes Recovery

- Provide one-to-one peer support to individuals within a residential setting.
- Support residents in understanding, developing, and pursuing their self-identified recovery and wellness goals, while encouraging self-advocacy and positive role modeling.
- Prepare and facilitate group programming with resident input, using engagement and activation strategies to encourage participation.
- Providing assistance and support with instrumental activities of daily living.
- Assist with supporting residents who are required to attend medical appointments during working hours.
- Support residents in community participation, including attending events, navigating systems, and accessing community resources.
- Support program operations by setting up and dismantling activities and maintaining clean, welcoming program spaces.
- Assist with referrals and maintain up-to-date knowledge of community resources and support services.

Develops and maintains effective relationships

- Build respectful, trusting, and supportive relationships with residents, families, staff, and community partners, while providing guidance, encouragement, emotional support, goal setting, and problem-solving assistance.
- Participate in and facilitate resident meetings, resident activities, communication building, and conflict resolution as required.
- Work collaboratively with interdisciplinary team members, healthcare providers, and community agencies.

- Provide a peer perspective during team meetings, case conferences, care planning discussions, and family meetings.
- Participate in agency committees, community initiatives, and program development activities as required.
- Contribute to the ongoing evaluation of program goals and service delivery, making recommendations for improvement when appropriate.

Maintains Accurate Documentation and Reporting

- Complete resident documentation in a timely, accurate, and professional manner.
- Record resident contacts and interventions utilizing the agency's electronic documentation system.
- Engage residents, where appropriate, in developing communication notes and documentation that support autonomy and self-determination.
- Complete daily activity summaries and other required program documentation.
- Ensure monthly, annual, and other reporting requirements are completed accurately and within established timelines.
- Maintain confidentiality and comply with all applicable privacy legislation and agency policies.

Maintains up-to-date knowledge of: the Mental Health Act and related legislation, the structure and personnel of local community support agencies, government departments, institutions and other groups relevant to the residents' needs, population, and trends and developments in the community that could affect the provision of mental health services.

Participates in Professional Development

- Bring forward training needs and take responsibility for seeking out relevant training opportunities.
- Foster a problem-solving approach in daily activities with residents, family members and community supports.
- Maintain required certifications and competencies.
- Participate in workshops and seminars as required.
- Attend and participate in Agency and program meetings as required.

Works within the Policies and Procedures of the CMHA-Sudbury/Manitoulin Branch

Other Responsibilities and Duties:

- Carry out all duties of the Peer Support Worker position in a moral and ethical manner.
- Be present at the scheduled time of the day ready for the performance of duties.
- Be ready emotionally and physically to perform duties.
- Represent program and Agency in a professional manner through embracing and fostering the CMHA culture, respectful communication and ethical decision making.
- Provide support to volunteers and students and other staff assigned to the program area.

Qualifications

- Education (one of the following is required)
    - **i.** Completion of a 2 year diploma or degree in a human services area; ***or***
    - **ii.** Student currently working towards 2 year diploma or degree with minimum of 1 year related experience; ***or***
    - **iii.** Combination of any post-secondary education and 3+ years of related experience
- Lived experience of mental health and/or substance use challenges, which may include one's own direct experiences or supporting a family member living with these challenges.
- Completion of Peer Support Training in core competencies from a Peer Support organization*; ***or***
- Willing to complete training within 6-months of hire.
- Registration with a professional organization in the peer support field or working towards certification*.
- Experience / knowledge of mental health and addiction service systems, and community-based supports.
- Solid working experience in peer support counselling and recovery principles.
- Strong interpersonal communication, problem-solving, conflict-resolution, goal-setting abilities and relationship-building skills.
- Ability to work effectively both independently and collaboratively within a team environment.
- Experience with Individual Record Management and Assessment Software.
- Completion of WRAP (Wellness Recovery Action Plan) considered an asset.
- Completion of Applied Suicide Intervention Skills Training (ASIST), Safe Talk, Non-Violent Crisis Intervention (NVCI), Mental Health First Aid, and/or Standard First Aid & CPR ***or***
- Willing to complete training within 6-months of hire.
- Advanced conversational French is essential for 40% of Peer Support Worker positions.

*Organization must have a written code of ethics, core values and standards consistent with CMHA-S/M. Organization must require that members demonstrate understanding of core set of competencies and be approved by CMHA-S/M.

Knowledge

- Knowledge of Mental Health legislation, Occupational Health & Safety Act, Ontario Human Rights Code, Resident Protection Act and Long Term Care Act.
- Understanding of Mental Health Policy.
- Knowledgeable of community agencies and resources.

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JOB SPECIFIC COMPETENCIES

The following competencies are required for this position:

Teamwork and Collaboration	Expresses positive expectations of others in terms of their abilities, expected contributions and responsibilities. Speaks of team members in positive terms. Is looked to by team members as a valuable source of information.
Coping	Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, hazardous conditions, personal rejection, hostility or time demands.
Assertiveness	Able to maturely express one's feelings and opinions in spite of disagreement: accurately communicate to others regardless of their status or position.
Perceptivity	Able to interpret verbal and non-verbal behaviour; to develop accurate perception and understanding of others feelings, need, values and opinion; to be sensitive to and aware of personality differences and conflicts.
Interaction	Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization