

Floor Staff



Job Title:	Floor Staff	Job Category:	Non-Exempt
Department/Group:	Programming	Hiring Manager:	
Location:	24 Vernon Street Keene, NH	Travel Required:	None
Level/Salary Range:	\$15 per hour	Position Type:	Part-Time, Full-Time, or Per Diem
HR Contact:	Sam Spielberg	Date Posted:	
Will Train Applicant(s):	Will Train Applicant(s)	Posting Expires:	
External Posting URL:			
Internal Posting URL:			
Applications Accepted By:			
EMAIL: Please send a resume, cover letter, and references to Subject Line: Floor Staff Position		MAIL: Monadnock Peer Support Agency 24 Veron Street. Keene, NH 03431	
Job Description			
<p>ROLE AND RESPONSIBILITIES</p> <p>This position requires valuable organizational, interpersonal, and detail-oriented skills with the ability to work effectively with diverse individuals. It requires engaging with other Monadnock Peer Support (MPS) members and staff. This position reports to the Program Director.</p> <ul style="list-style-type: none"> • Assist in peer support activities related to guests and members. • Attend MPR meetings and community meetings as needed. • Assist to facilitate groups as assigned. • Monitor floor/floor as assigned. • Engage in one-to-one peer support when appropriate. • Welcome visitors and guests in person, on the telephone. • Make rounds throughout your shift to ensure the safety of MPS members/guests. • Answer all incoming phone calls and ensure that they are recorded in the call logs. • Cultivate mutually supportive relationships and handle conflict, complaint, or incidents using the tasks and principles of Intentional Peer Support • Attending appropriate meetings and training as directed and required. • Maintain confidentiality of information. Breach of this responsibility may cause termination of employment. • Provide the supervisor with copies of all action taken relative to issues of conflict, complaint, or incident. • Work with guests, members, and staff to co-create a mutually beneficial community environment as is relevant to cleaning, maintenance, meals, and cohabitation. • Meet with, confer, and discuss performance evaluations with appropriate supervisor. • Ensure knowledge of guest movements in and out of organization • Monitor guest access and maintain awareness of property. • Provide general administrative and clerical support. • Other job functions as assigned by the appropriate supervisors that are not specifically described in this job description. 			

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Self-identification of having lived experience with mental health challenges, i.e. being a peer
- Willing to work shifts during nights and weekends, as scheduled.
- Ability to successfully pass a criminal background check.
- Transportation to and from work
- Ability to handle conflict and uncomfortable situations with professionalism.
- Ability to take initiative, be creative, flexible, and work independently and with a team.
- Demonstrated ability to manage multiple tasks simultaneously.

PREFERRED SKILLS

- One (1) year of personal and/or professional experience working in a clearly related field, such as mental health, residential care, substance recovery models, community aid, etc. One (1) year of personal and/or professional experience working in a clearly related field, such as mental health, residential care, substance recovery models, community aid, etc.
- Intentional Peer Support skill sets, Wellness Recovery Action Plan (WRAP) skill sets, and Whole Health Action Management (WHAM) skill sets or a willingness to work on being trained in these skill sets within 1 year of hire.
- BIPOC (Black, Indigenous, Person of Color) and LGBTQ+ Individuals encouraged to apply.

ADDITIONAL NOTES

MPS is committed to cultivating and preserving a culture of inclusion and connectedness. We can grow and learn better together with a diverse team of employees. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, and talent that our employees invest in their work represents part of our culture. Furthermore, this collective sum represents our reputation and that of MPS’s reputation, and achievement as well. In recruiting for our team, we welcome the unique contributions that you can bring in terms of your education, opinions, culture, ethnicity, race, sex, gender identity and expression, nation of origin, age, languages spoken, veteran’s status, religion, disability, sexual orientation, disability, and beliefs.

Candidate Acceptance:		Date:	
Hiring Manager Acceptance:		Date:	
Last Updated By:	Stacy Wilbur	Date/Time:	10/30/23

Group Facilitator



Job Title:	Group Facilitator	Job Category:	Non-Exempt
Department/Group:	Programming	Hiring Manager:	
Location:	24 Vernon Street Keene, NH	Travel Required:	None
Level/Salary Range:	\$15.00 +	Position Type:	Part-time
HR Contact:	Sam Spielberg	Date Posted:	
Will Train Applicant(s):		Posting Expires:	
External Posting URL:			
Internal Posting URL:			
Applications Accepted By:			
EMAIL: Please send a resume, cover letter, and references to Subject Line: Group Facilitator		MAIL: Monadnock Peer Support Agency 24 Vernon Street Keene, NH 03431	
Job Description			
<p>ROLE AND RESPONSIBILITIES</p> <p>The group facilitator works under the supervision of the Program Director and provides administrative and operational support as it pertains to groups and programs. This position requires excellent organizational, logistical and interpersonal skills with the ability to work effectively with diverse teams and actively engage with other team members, community partners and external audiences. Our programs are designed to support recovery and promote wellness.</p> <ul style="list-style-type: none"> • Help ensure quality assurance and compliance for all programming. • Attend meetings and groups and facilitate when scheduled or asked. • Assist in peer activities related to support groups, one to one peer support, and engage in outreach including but not limited to making outreach calls. • Promote Wellness Programs in the community. • Represent MPS at schools, community meetings, and/or events as asked or scheduled. • Welcomes visitors in person or on the telephone. • Handle conflict, complaint, or incident using the principles of Intentional Peer Support • Attending appropriate meetings and training as directed and required. • Maintain confidentiality of information. Breach of this responsibility may cause termination of employment. • Maintains safe and clean work area. • Provide general administrative and clerical support as related to programming and outreach calls. • Other job functions as assigned by the Executive Director or Director of Peer Relations that are not specifically described in this job description. 			

QUALIFICATIONS AND EDUCATION REQUIREMENTS

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- Self-identified as having lived experience with mental health challenges, i.e., being a peer.
- Associate degree and one (1) year of personal and/or professional experience working in a clearly related field, such as mental health and education. A combination of education and experience will be considered.
- The position shall have Intentional Peer Support skill sets, Wellness Recovery Action Plan (WRAP) skill sets or a willingness to work on being trained in these within 1 year of hire with the goal of being a facilitator.
- Proven written and oral communication skills.
- Experience working with a team.
- Ability to handle conflict and uncomfortable situations with professionalism.
- Proficiency in Microsoft Office Suite, Google Suite and Zoom
- Ability to take initiative, be creative, flexible, and work independently and with a team.
- Demonstrated ability to manage multiple tasks simultaneously, coordinate activities in multiple locations.
- Pass a criminal background check (**Required**)
- Valid driver’s license (**Required**)

ADDITIONAL NOTES

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Candidate Acceptance:		Date:	
Hiring Manager Acceptance:		Date:	
Last Updated By:	Stacy Wilbur	Date/Time:	10/30/23