



**Chatham-Savannah  
Authority for the Homeless (CSAH)  
Available Position: Peer Specialist**

**SERIOUS INQUIRIES ONLY**

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NO PHONE CALLS PLEASE

**POSITION TITLE: PEER SPECIALIST**

**Position Summary**

This position involves working closely with homeless adults and families with children who are living in emergency housing, local shelters and/or on the streets. This includes conducting intakes and assessments that assist individuals to develop goals, assess their skills and implement a process to lead to recovery and self-sufficiency.

1. Conduct intake and assessment for clients to determine appropriate services.

**Duties and Responsibilities:**

2. Initiate linkages for clients to access mental health, housing, ACT, ICM, CM and other core services.
3. Provide outreach, engagement and referral resources to the homeless population who also experience serious mental illness or co-occurring serious mental illness and substance abuse disorders.
4. Foster an environment of excellence, equity, and diversity
5. Perform enrollments in Client Track while also maintaining a paper file of each enrolled clients.
6. Ensure that all services provided are within the guidelines and document care in compliance with agency requirements and standards.
7. Assist clients with accessing services available through the Continuum of Care.
8. Effectively responds to client needs and problems, initiates and maintains positive interactions, timely response to phone calls, pages, email and other requests.
9. Maintain daily contact and monthly tracking forms and related reports to track numbers served and demographic information.
10. Advocate in a variety of areas including but not limited to legal, housing, benefits and/or treatment needs.
11. Connect individuals to personal and community supports necessary to live independently.

12. Ensure all reports are addressed and corrected as necessary within timeframe specified by supervisor.
13. Assist with quality assurance including, administering, and collecting client satisfaction surveys.
14. Assist residents with the transition from homelessness by coordinating with emergency shelter and outreach services.
15. Maintain complete and organized files.
16. Maintains appropriate case documentation and client confidentiality.
17. Prepares and submits reports to Supervisor or Team Lead as required.
18. Participates in outreach events to represent the agency.
19. Record all referrals and services provided.
20. Communicate and coordinate services with other CSAH Peer Specialists.
21. Adhere to all scheduling.
22. Work with local agencies outside and within the Continuum of Care to identify those in need of services.
23. Attend required CSAH trainings, DBHDD trainings, Client Track trainings.
24. Attend all in-service trainings and meetings as assigned by supervisor.
25. Complete all other duties as assigned.

**Qualifications:**

Minimum: Must have formerly experienced homelessness. Must have two or more years sobriety. Must be able to work well with others and maintain a patient demeanor when working with clients.

Preferred: Basic knowledge of personal computers. Ability to work well as a team member and manage conflict. Creative ability to offer non-traditional ways to aid staff in effective and efficient procedures.

**Oversight Responsibility:** None

**Reports to:** Senior Director of Outreach Services

**Job Requirements:**

Must be able to utilize or have daily transportation to go to site or sites assigned in a timely manner. Must be able to stand for periods of time to facilitate meetings with clients.

**Job Type:** Full-time