RecoveryWorks

Respite • Rehousing • Recovery

Employee Job Description

Peer Support Specialist

Position Title	Peer Support Specialist
Employment Status	Full-time / Part-time, Regular
Classification	Non-Exempt
Reports to	Facilities and Safety Manager / Designated Program Leadership
Primary Work Location & Schedule	Mountain View Flats - 14825 W Colfax Ave, Lakewood, CO 80014 Monday through Friday Hours Flexible
Last Updated	October 27, 2026

Our Mission

The mission of RecoveryWorks is to create access to opportunities for community, recovery, and resources alongside our unhoused neighbors.

Position Summary

The Peer Support Specialist provides relationship-centered support while helping maintain a safe, respectful, welcoming, and recovery-oriented environment during evening, overnight, weekend, and other non-traditional hours at RecoveryWorks. Drawing on lived and life experience, the Specialist builds trust through authentic connection and supports individual wellbeing and community safety. This work is grounded in mutuality, dignity, self-determination, and trauma-informed practice.

This is a peer support role rather than a clinical, case management, law-enforcement, or traditional security position. The Specialist provides non-clinical support, assists with verbal de-escalation and crisis response, connects guests with appropriate RecoveryWorks and community resources, and engages other professionals when needs fall outside the peer support role.

The Specialist also maintains awareness of the physical environment, conducts safety and facility rounds, responds to health and environmental concerns, communicates emerging needs to the broader program team, and follows established emergency and escalation procedures. This is a full-time non-exempt position that reports to Facilities and Safety Manager.

Essential Responsibilities

Peer Support & Community Engagement

- Build authentic, trusting relationships with guests through consistent presence, active listening, respect, and appropriate use of lived experience.
- Provide non-clinical peer support that promotes hope, self-determination, recovery, connection, and individual choice.

- Support guests during difficult evenings or periods of distress through conversation, grounding, encouragement, and connection to appropriate resources.
- Model healthy boundaries, recovery-centered values, respectful communication, and community accountability.
- Support multiple pathways to recovery and avoid prescribing a specific recovery approach to guests.
- Help guests identify needs and connect or reconnect with Case Managers, behavioral health providers, recovery supports, health care, housing resources, and other services.
- Provide warm handoffs and communicate relevant guest needs to the daytime team to strengthen continuity of care.
- Facilitate or co-facilitate informal peer activities, recovery conversations, community-building activities, or groups when assigned and appropriately trained.

Community Safety & Environment

- Maintain an active, visible, calm, and approachable presence throughout assigned shifts.
- Conduct routine interior and exterior rounds of common areas, guest sleeping areas, bathrooms, entrances, parking areas, and the property perimeter for health, safety, facility, and unauthorized-access concerns.
- Monitor entrances and common spaces, support appropriate guest and visitor flow, and follow established procedures regarding visitors and unauthorized access.
- Confirm designated building entrances, gates, and other secured areas are appropriately locked and report damage or access concerns.
- Identify and address or report environmental hazards such as spills, obstructions, trash, unsafe conditions, or facility concerns.
- Observe for signs of medical distress, breathing concerns, or possible overdose and respond according to RecoveryWorks emergency and overdose-response procedures.
- Maintain a safe and sanitary shared environment through light tidying and immediate response or reporting when conditions require additional support.

Hospitality & Guest Support

- Foster a welcoming, respectful, and trauma-informed environment that promotes dignity, belonging, and community for all RecoveryWorks guests.
- Assist with daily hospitality operations, including maintaining clean, organized, and comfortable shared spaces.
- Support meal service, distribution of essential supplies, and other guest needs as directed.
- Model positive communication, healthy boundaries, and respectful interactions while supporting a safe and inclusive environment.
- Collaborate with hospitality and program staff to ensure guests receive consistent, person-centered support.
- Assist with additional hospitality responsibilities as needed to support daily operations.

De-escalation, Crisis Response & Emergency Support

- Use trauma-informed, person-centered verbal de-escalation and relationship-based approaches to reduce conflict and support community safety.

- Respond to escalating situations within training and role scope, prioritizing personal safety, guest safety, and timely escalation.
- Administer Narcan and initiate emergency response procedures when overdose is suspected, consistent with training and organizational policy.
- Contact on-call leadership, EMS, fire, law enforcement, or other emergency responders when circumstances require professional intervention.
- Follow established safety plans, incident procedures, and escalation protocols rather than independently intervening outside the scope of the role.
- Do not use physical intervention except as specifically permitted by organizational policy, training, and applicable law.

Documentation, Communication & Team Coordination

- Complete clear, factual, timely shift documentation, incident reports, peer-service documentation, and other required records.
- Document peer services in applicable systems when required and within the scope of the position.
- Provide meaningful handoffs to Case Management, program leadership, and other appropriate staff regarding guest needs, safety concerns, incidents, and follow-up items.
- Maintain guest confidentiality and communicate only information necessary for continuity of care, safety, and organizational operations.
- Attend required team meetings, supervision, peer consultation, trainings, and other assigned meetings on time and prepared to participate.

Communicate proactively regarding barriers, emerging concerns, schedule issues, or situations requiring additional guidance.

Other Responsibilities:

- Maintain a high level of confidentiality when interacting with budget and financial information and data.
- Support managing the on-staff accounting position to ensure financial responsibilities of the account/administrative position are being completed accurately.
- Respond respectfully and effectively to people of all cultures, classes, races, ethnic backgrounds, sexual orientations, and faiths or religions in a manner that recognizes, affirms, and values the worth of individuals.
- Move RECOVERYWORKS's Mission forward while upholding and incorporating RECOVERYWORKS's Core Ideology & Values.
- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. As part of a unified team, duties may be assigned as needed to support the organization's mission and ensure the highest level of service to RecoveryWorks participants.

Peer Role Boundaries

- Peer support is non-clinical and is grounded in mutuality, lived experience, hope, choice, and self-determination.

- The Specialist does not diagnose, provide therapy, prescribe treatment, or function as a behavioral health clinician.
- The Specialist does not independently make case-management, housing, discharge, eligibility, or disciplinary decisions.
- The Specialist does not function as law enforcement or traditional security and does not use intimidation, threats, or punitive approaches to create compliance.
- The Specialist maintains appropriate professional and peer boundaries and uses lived experience intentionally rather than making the interaction about the employee's personal recovery story.
- When a situation exceeds the Specialist's training, authority, or scope, the expectation is to escalate and seek appropriate support.

Position Requirements

- Participation in RECOVERYWORKS all staff in person events which may require travel.
- Colorado residency and ability to relocate to Lakewood Colorado or Denver Metro area.
- Provide proof of legal ability to work in the United State of America.
- Provide two references upon request.
- When working remotely, ability to work remotely with reliable Internet service and a reasonable remote workspace to conduct business calls.
- Access to reliable transportationConsent to and pass a background check.
- Valid Driver's License, a vehicle to drive for RecoveryWorks and proof of insurance.
- Valid driver's license and insurable driving record when driving a RecoveryWorks vehicle or driving on behalf of RecoveryWorks.

High school diploma or GED required.

Ability to meet applicable background-screening and employment requirements.

CPR, First Aid, and Narcan training required or must be completed within the timeframe established by RecoveryWorks.

Peer Support certification/credential required, or ability and commitment to obtain a RecoveryWorks-approved peer credential within an established timeframe following hire.

Demonstrated lived experience relevant to recovery, behavioral health, homelessness, or other systems commonly experienced by the community served, with the ability to use that experience appropriately in a professional peer role.

Demonstrated understanding of peer support principles, including mutuality, self-determination, multiple pathways to recovery, appropriate self-disclosure, and professional boundaries.

Strong verbal de-escalation, communication, problem-solving, and relationship-building skills.

Ability to work independently during evening, overnight, weekend, and other non-traditional hours while following established procedures and maintaining communication with on-call leadership.

Ability to remain calm and exercise sound judgment during conflict, crisis, overdose, medical concerns, or other high-stress situations.

Ability to maintain confidentiality and complete clear, factual written documentation.

Preferred Qualifications

- Experience providing peer support, community-based services, homelessness services, behavioral health support, recovery services, milieu support, or related direct service strongly preferred.
- Current recognized Peer Support credential or certification.
- Experience working directly with individuals experiencing homelessness and/or housing instability.
- Training in trauma-informed care, motivational interviewing, harm reduction, crisis prevention, suicide prevention, or behavioral health first aid.
- Bilingual Spanish/English.
- Experience with electronic documentation, incident reporting, or case-management systems.

Knowledge, Skills & Abilities

- Commitment to person-centered, trauma-informed, recovery-oriented, and culturally responsive practice.
- Ability to balance warmth and authentic peer connection with clear, consistent community expectations and professional boundaries.
- Ability to engage respectfully with people across cultures, identities, recovery pathways, and life experiences.
- Ability to collaborate with Case Managers, operations staff, leadership, behavioral health providers, emergency responders, and community partners.
- Strong organizational skills, reliability, punctuality, and follow-through.
- Basic proficiency with email, Microsoft Office, phones, and electronic documentation systems.

Work Location, Schedule & Environment

This position is based at RecoveryWorks' Mountain View Flats and is designed primarily to support evening, overnight, weekend, and other non-traditional hours. Specific shifts will be established based on program coverage needs. The role requires frequent walking and movement throughout indoor and outdoor areas, regular interpersonal interaction, and the ability to respond appropriately in a fast-paced and changing residential environment.

- Indoor and outdoor work in varying temperatures, weather, and noise levels.
- Ability to perform routine physical activities including standing, walking, bending, and climbing stairs.
- Ability to lift, push, or pull objects up to 50 pounds when required for assigned duties.
- Administrative tasks may require periods of computer use, sitting, or standing.

Compensation & Benefits

Pay Range: $25.00–$28.00 per hour, commensurate with experience and applicable peer credentials. Semi-monthly pay periods.

Benefits: Full-time regular employees are eligible for partial employer-paid medical, dental, and vision coverage for the employee; IRA with up to a 3% employer match;11 paid holidays; Health Time: and effective January 1, 2026 transitioning from an accrued paid time off policy to a flexible paid time off through our Managed Time Off (MTO) program

RecoveryWorks is an equal opportunity employer committed to providing an inclusive and welcoming environment for staff, volunteers, vendors, guests, and community members. RecoveryWorks welcomes applications from qualified individuals and makes employment-related decisions without unlawful discrimination based on any status protected by applicable federal, state, or local law.

NOTE: This job description is intended to describe the general nature and level of work performed and is not intended to be a complete list of all responsibilities, duties, or skills required. It does not establish a contract of employment. RecoveryWorks may modify job responsibilities as service and organizational needs require, consistent with applicable law.