

**NORTHEAST INDEPENDENT LIVING PROGRAM INC.**

<b>Job Title:</b>	<i>Community Bridger for the NERLC (.5 FTE)</i>
<b>Reports to:</b>	<i>Manager of Peer Bridging and Older Adult Peer Support</i>

**Job Purpose:**

The Community Bridger is a peer specialist who provides support and assistance to individuals as they transition from psychiatric units at Tewksbury Hospital into various community-based living arrangements in the Northeast Area of Massachusetts.

**Duties and Responsibilities:**

**Essential Job Functions:**

- Provide support, education, information and training to assist individuals transitioning from hospital to the community
- Collaborate with Inpatient Staff at Tewksbury Hospital to identify individuals who would take interest in community bridging and would benefit from this type of support
- Facilitate regular Community Transition Groups at Tewksbury Hospital to orient and educate individuals about community bridging supports
- Orient individuals receiving community bridging support to mental health supports and services available in their local communities, as well as natural supports (such as libraries, fitness centers, community events, religious organizations, substance use support groups like AA and NA, etc.)
- Assist individuals receiving community bridging support to acclimate to their immediate neighborhood by identifying the nearest grocery store, laundromat, post office, banks, public transportation routes, employment resources, etc
- Assist individuals receiving community bridging support to brainstorm ways to overcome barriers to accessing community-based supports
- Assist with skill building as needed in such key areas as using public transportation, budgeting, self-advocacy etc
- Gradually reduce bridging supports over three-months after hospital discharge in conjunction with supporting the individual's growing self-confidence and self-sufficiency
- Maintain strict standards of confidentiality at all times, in accordance with federal HIPAA laws
- Attend and participate in NILP and NERLC staff meetings
- Provide proper documentation of services via the WILD data system and as needed for DMH documentation of services

**Interpersonal Communication:**

- Excellent consumer satisfaction skills with a commitment that all consumers seeking information will get the time and attention needed to satisfy their need for information

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- A positive attitude with all consumers in order to achieve excellent consumer satisfaction outcomes
- Model integrity, personal and professional ethics and maintain confidential consumer and organizational data
- Maintain a positive working relationship with consumers, co-workers, referral sources and others to achieve positive outcomes
- Maintain updated computer technology competencies i.e. Microsoft Word, Excel, Outlook, and WILD

### **Teamwork and Cooperation:**

- Work as an effective team member in a collaborative manner through strong individual contribution and commitment
- Demonstrate effective communication and problem solving skills, both verbally, written, and in electronic formats

### **Workplace Performance and Professional Development:**

- Achieves positive consumer relationships within his/her control, and contributes to a positive public image of the overall organization
- Maintains a positive work setting through planning and effective use of benefit time
- Commitment to continuous improvement strategies and demonstration of the knowledge, skills and abilities related to this position
- Participates in continuing education, training, and staff development opportunities
- Provides formal and informal transfer of knowledge and peer mentoring leadership

### **Qualifications:**

- Must be a peer with lived experience of mental health issues/trauma/extreme distress
- Willingness and confidence to share his/her own recovery story
- Must have completed, or be willing to complete, a recognized peer training program within the first 12 months of employment, and provide verification
- Must have completed, or be willing to complete, a WRAP & peer group facilitator training within the first 12 months of employment
- Familiarity and ability to articulate key concepts of trauma-informed care
- Ability to interact effectively with diverse groups of people from different ethnic, cultural, racial, economic, and gender identity backgrounds
- Ability to establish and maintain collaborative working relationships with hospital staff and community-based providers of mental health services
- Prior experience facilitating groups and/or meetings
- Ability to work independently and as part of a team

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- Excellent organizational, written and verbal communication skills.

**Direct Reports:**

- N/A

**Review Policy:**

Supervisor will complete performance appraisal with employee at the completion of a six-month probation period. Job duties and assignments will be reviewed at this time. Thereafter, performance appraisals will be completed and reviewed annually. This is a part-time (20 hours per week) position. This is a part-time (20 hours per week) position.

*The Northeast Independent Living Program, Inc. is an equal opportunity employer and encourages persons with disabilities, women, and persons of color to apply for this position.*