



Career Opportunity: Family Peer Supporter - Ottawa

Parents' Lifelines of Eastern Ontario (PLEO) is a non-profit organization supporting parents and caregivers of children to age 25 experiencing mental health and/or addiction challenges. Our mission is to educate, support and empower families to be the advocates and supporters their children need. We do this through a Confidential Helpline, Peer Support Groups, One-on-one mobile support, and through education and advocacy.

Position:

We are currently seeking a part-time (up to 15 hours/week) Family Peer Supporter, to join our Ottawa office team. This position requires fluency in English and French, and lived experience as a parent/caregiver supporting your child with mental health and/or addiction challenges. It also requires a flexible schedule and ability to work some evenings. Position commences as soon as possible.

Reporting to the Program Coordinator, the primary responsibility of this position will be answering our Confidential Helpline, and co-facilitating monthly Peer Support Groups.

Primary Responsibilities:

- **Support parents/caregivers through our Confidential Helpline:** Answering calls from parents/caregivers concerned with their child's mental health and/or addiction challenges. Offering emotional support, helping to understand, navigate, and advocate within the mental health system and connect to resources, and providing tools and knowledge to build capacity to best care for themselves and their child. Research and follow-up with callers to provide relevant information and resources. Actively and independently keep up-to-date on mental health services available in the community. Our helpline is answered Monday to Friday from 9am to 7pm from our Ottawa office.
- **Co-facilitate monthly Peer Support Groups:** Co-facilitate 2-hour monthly groups for parents/caregivers to share coping strategies, better understand and discover local resources, and to build their community of support. Meets evenings, usually from 6:30 to 8:30pm, hosted by community agencies.
- **Reporting:** Maintaining accurate and timely confidential records to ensure continuity of care within PLEO's full model of support, for program evaluation and tracking.
- **Ongoing training and professional development:** Participate in regular team meetings, internal and external job-related training for continuous program and performance enhancement.

Qualifications:

Mandatory

- **Have lived experience as a parent/caregiver supporting your child with mental health and/or addiction challenges**
- Basic knowledge of mental health and the mental health system in the region
- Superior interpersonal and communication skills
- Professional, responsible and sensitive to confidential issues
- Highly organized with ability to multi-task, manage multiple commitments, and maintain accurate records
- Motivated and resourceful
- Independent worker with ability to work within a team
- Computer proficiency
- Current Police check
- **Fluently bilingual in English and French**

Desired

- Experience providing peer support
- Experience with group facilitation
- Experience working within the not-for-profit sector/community based organizations

Compensation:

\$22/hr

Application Process:

Please send a resume and cover letter **including a brief account of your experience supporting a child through their journey** to:

Elyse Schipper, Executive Director at: hr-rh@pleo.on.ca

This job posting will remain open until the position is filled.