**SHARE! Career Development Ladder**

Director

Manager II

Manager I

Program Coordinator II

Program Coordinator I

Peer Specialist II Peer Bridger II

Peer Specialist I Peer Bridger I

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| **Level** | **Peer Specialist I** | **Peer Specialist II** | **Peer Bridger I** | **Peer Bridger II** | **Coordinator I** | **Coordinator II** |
| **Skills/Knowledge/Qualities/**  **Competencies** | * Knowledge of S! toolkit – proficiency with at least 15 tools * Self-starter, time management and organizational skills * Demonstrate respect, dignity and humility * Excellent customer service skills * Operate with honesty and integrity * Ability to normalize difficult situations * On the job resiliency, self-care and commitment to personal growth and change * Team player with strong communication and listening skills * Knowing audience when communicating * Ability to lose power struggles * Ability to implement the Helper Therapy Principle * Ability to empathize and see things from the other peoples’ perspectives * Motivate and inspire people without using authority and power * Ability to disclose build relationships, and community with everyone * Problem solving skills and ability to multi-task * Proficiency in English reading, writing and oral communication * Ability to take and follow directions * Knowledge of self-help support groups and proficiency in referrals * Align with S! mission/vision and policies * Avoid negative bonding * Ability to cultivate a culture of recovery * Basic knowledge of cultural competency, implicit bias and microaggressions * Flexibility. Openness to different and new ways of doing things; willingness to modify one's preferred way of doing things. * The ability to keep functioning effectively when under pressure and maintain self-control in the face of hostility or provocation. * The ability to ensure that information is passed on to others who should be kept informed. * The ability to notice, interpret, and anticipate others' concerns and feelings, and to communicate this awareness empathetically to others. | * Same as level I, plus: * Proficient in all S! toolkit tools * Model S! mission/vision * Ability to be a S! role model * Project management expertise and follow through * Ability to prioritize and move S! mission forward * Ability to develop skills in others and self * Self-manage resiliency on job * Ability to accept feedback and constructive criticism without defensiveness * Ability to collaborate with S! leadership * Know when to communicate with leadership * Demonstrate autonomy and taking initiative within the S! mission * Identify what needs to be done and doing it before being asked or before the situation requires it. * Excellent self-care * Ability to write grammatically correctly * Identify and shift negative bonding * Ability to cultivate a recovery community * Strong knowledge of cultural competency, implicit bias and microaggressions * The ability to gain others' support for ideas, proposals, projects, and solutions. * The ability to tackle a problem by using a logical, systematic, sequential approach. * The ability to find effective solutions by taking a holistic, abstract, or theoretical perspective. | * Knowledge of S! toolkit – proficiency with at least 15 tools * Knowledge of collaborative housing policies and procedures * Self-starter, time management and organizational skills * Demonstrate respect, dignity, and humility * Excellent customer service skills * Operate with honesty and integrity * Ability to normalize difficult situations * On the job resiliency, self-care and commitment to personal growth and change * Team player with strong communication and listening skills * Knowing audience when communicating * Ability to lose power struggle * Ability to empathize and see things from the other peoples’ perspectives * Motivate and inspire people without using authority and power * Demonstrate autonomy; strong ability to work independently * Ability to disclose, build relationships and community with everyone * Problem solving skills * Proficiency in English reading, writing and oral communication * Ability to take and follow directions * Align with S! mission/vision and policies * Avoid negative bonding * Ability to cultivate a culture of recovery | * Same as level I, plus: * Proficient in all S! toolkit tools * Model S! mission/vision * Project management expertise and follow through * Ability to prioritize and move S! mission forward * Ability to develop skills in others and in self * Self-manage resiliency on job * Identify what needs to be done and doing it before being asked or before the situation requires it. * Ability to accept feedback and constructive criticism without defensiveness * Ability collaborate with S! leadership * Know when to communicate with leadership * Demonstrate autonomy; strong ability to work independently * Take initiative within the S! mission * Excellent self-care * Ability to write grammatically correctly * Identify and shift negative bonding * Ability to cultivate a recovery community * The ability to gain others' support for ideas, proposals, projects, and solutions. * The ability to tackle a problem by using a logical, systematic, sequential approach. * The ability to find effective solutions by taking a holistic, abstract, or theoretical perspective. | * Same as level II, plus: * Ability to teach, demonstrate and develop proficiency in others’ use of the S! toolkit * Embrace S! mission/vision in all activities * The ability to develop and communicate goals in support of the S! mission. * Proficiency in carrying S! practices and mission/vision to partners, contractors and other audiences * Ability to advocate for S! * Ability to track projects, supplies, resources, staff, meetings and volunteers etc. * Ability to lead, motivate, mentor, evaluate and inspire others * Ability to have difficult conversations resulting in transformation and a greater understanding of S! * The ability to solicit feedback from employees and others who come to S! * The ability to delegate responsibility and to work with others and coach them to develop their capabilities. * Empower employees and allow them freedom to decide how they will accomplish their goals and resolve issues * Ability to mentor diverse staff and foster teamwork * Ability to prioritize and meet deadlines * Knowledge of S! policies * Maintain professional boundaries * Stewardship of S!’s interests * Ability to identify and resolve issues * Implement cultural competency, mitigate implicit bias, identify and address microaggressions * Ability foster a culture of diversity, equity and inclusion * Ability to see the big picture and how everything fits into S!’s mission * Ability to delegate responsibilities and supervise outcomes * Ability to create rapport earn trust and respect of team and receive and use meaningful feedback from staff and others * Ability to hold people accountable * Ability to track complex information and adjust quickly * Ability to compromise and carry out the needs of S! and others * The ability to take responsibility for one's own or one's employees' performance, by setting clear goals and expectations, tracking progress against the goals, ensuring feedback, and addressing performance problems and issues promptly. * The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support * The ability to identify the information needed to clarify a situation, seek that information from appropriate sources, and use skillful questioning to draw out the information, when others are reluctant to disclose it * Operate with fairness and consistency in all endeavors | * Same as Coordinator I, plus: * Mastery of S! policies * Take initiative and show ability to improve operation and efficiency of S! programs * Innovative and strategic thinking with problem solving skills * Excellent ability to develop others and identify growth opportunities * Ability to hold people accountable while inspiring them to grow * Ability to operate program independently within S!’s parameters * The ability to plan and deliver oral and written communications that make an impact and persuade their intended audiences. * The ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies. * Identify market and industry trends |
| **Responsibilities** | * Provide evidence-based peer support as instructed and trained * Implement SHARE! Peer Toolkit in interactions with individuals and community * Cultivate a community of recovery in SHARE! programs and locations * Oversee projects and supervise volunteers in completing project assignments * Coordinate community schedules, assignments and projects * Use lived experience to maximize referrals and interactions with self-help support groups of all kinds * Initiate outreach to start new self-help support groups * Manage high stress situations/interventions. * Provide crisis management as needed * Support program coordinator in delivering program outcomes and reports * Orient new SHARE! staff to organization culture and practices * Model SHARE! Toolkit for new and junior staff * Complete documentation records of all services provided as necessary * Assist with special events * Maintain confidentiality and adhere to HIPPA regulations. * To have knowledge and perform all duties in the Job Description * Maintain S!’s equipment and property in good order and report lost, broken or missing items. | * Provide evidence-based peer support as instructed and trained * Implement SHARE! Peer Toolkit in interactions with individuals and community * Cultivate a community of recovery in SHARE! programs and locations * Oversee projects and supervise volunteers in completing project assignments * Coordinate community schedules, assignments and projects * Use lived experience to maximize referrals and interactions with self-help support groups of all kinds * Initiate outreach to start new self-help support groups * Manage high stress situations/interventions. * Provide crisis management as needed * Support program coordinator in delivering program outcomes and reports * Orient new SHARE! staff to organization culture and practices * Model SHARE! Toolkit for new and junior staff * Participate in SHARE! programs to elevate and mentor junior staff * Cooperate with leadership team on fulfilling SHARE! mission and projects * Complete documentation records of all services provided as necessary * Assist with special events * Maintain confidentiality and adhere to HIPPA regulations. | * Develops personal recovery relationships with housing residents to help with achieving their goals, conflict resolution, and participating in SHARE! data collection * Use lived experience to connect with residents and develop relationships centered on the core competencies of peer support. * Works with houses to develop a culture of recovery, establish policies, structure, schedule and activities * Enroll and orient participants and get informed consent for data collection * Connects residents to SHARE! self-help centers, self-help support groups, Volunteer-to-Jobs program and activities * Provides linkages to the mental health system and other governmental and non-governmental resources, including self-help support group meetings, volunteer opportunities, medical and mental health resources, money management, criminal expungement, benefits and other assistance as needed * Enrolls new Collaborative Houses, develops relationship with new owners and place participants * Facilitates community volunteers to mentor residents on gardening, cooking, financial management, further education and other skills and activities as needed * Works with volunteers, participants and owners to develop good neighbor relations * Finds new placements for residents who want or need them * Submits program reports as needed * May be on call for problems that may arise after hours * To have knowledge and perform all duties in the Job Description | * Develop personal recovery relationships with housing residents to help with achieving their goals, conflict resolution, and participating in SHARE! data collection. * Use lived experience to connect with residents and develop relationships centered on the core competencies of peer support. * Work with houses to develop a culture of recovery, establish policies, structure, schedule and activities. * Enroll and orient participants and get informed consent for data collection. * Connects residents to SHARE! self-help centers, self-help support groups, Volunteer-to-Jobs program and activities. * Provide linkages to the mental health system and other governmental and non-governmental resources, including self-help support group meetings, volunteer opportunities, medical and mental health resources, money management, criminal expungement, benefits and other assistance as needed. * Enroll new Collaborative Houses, develops relationship with new owners and place participants. * Support S! collaborative housing owners as needed. * Facilitate community volunteers to mentor residents on gardening, cooking, financial management, further education and other skills and activities as needed. * Provide crisis management as needed. * Orienting new staff to organization culture and practices. * Support Program Coordinator in developing program outcomes and reports. * Model S! Toolkit for new and junior staff. * Participate in S! programs to elevate and mentor new and junior staff. * Cooperate with leadership team on fulfilling S! mission and projects. * Work with volunteers, participants and owners to develop good neighbor relations. * Find new placements for residents who want or need them. * Complete documentation of records of all services provided as necessary. * May be on call for problems that may arise after hours. * Maintain confidentiality and adhere to HIPPA regulations | * Supervise, develop and support program staff * Conduct performance reviews with program staff * Orient staff, program and community to SHARE! vision and mission * Assess and maximize effective implementation of SHARE! Peer Toolkit * Nurture culture of recovery and community-driven practices within the program * Conduct effective staff meetings * Implement SHARE! Programs and practices. * Execute contract deliverables * Submit program reports * Track program data * Develop relationships with contractors/funders * Submit and track contract billing for services (COS) * Track and submit all program documentation as necessary * Problem solve and cooperate with SHARE! Management to maximize program effectiveness * Sincere nurturing of feedback from staff, participants, partners, community members and general public * Maintain inventory of needed items and request when needed. | * Work with SHARE! management team to ensure compliance with S! policies * Adjust staff and program assignments and duties as needed to ensure successful program outcomes * Anticipate, identify and bring obstacles, problems and solutions to leadership team as they arise * Enhance staff and program accountability * Regularly orient programs and teams to SHARE! mission, practices and programs * Orienting staff, program and community to SHARE! vision and mission * Effectively communicate (oral and written) SHARE! programs and policies internally and externally * Assess and maximize effective implementation of SHARE! Peer Toolkit * Model SHARE! decision-making, strategies and leaderful culture * Nurture culture of recovery and community driven practices within the program * Conduct effective staff meetings * Implement SHARE! Programs and practices. * Execute contract deliverables * Submit program reports * Track program data * Identify and track market and industry trends and provide recommendations to leadership team * Develop relationships with contractors/funders * Submit and track contract billing for services (e.g. COS) * Track and submit all program documentation as necessary * Problem solve and cooperate with SHARE! Management to maximize program effectiveness |
| **Supervisory Responsibility** | * Supervise Volunteers | * Supervise Volunteers | Supervise Volunteers | * Supervise Volunteers | * Supervise department staff | * Supervise department staff |
| **Experience/**  **Requirements** | * Minimum one year of sobriety and/or abstinence if applicable, 2-5 years preferred * Minimum one year of current personal experience attending self-help support groups, 2-5 years preferred. * Experience working with volunteers and peers. * Knowledge of 12 Step recovery groups. * Self-starter, able to take a project and run with it. * Bi-lingual in any languages a plus. * Ability to read and write proficiently in English. * CAADAC or CADE not required. | * Successfully achieve all required skills, knowledge and competencies of the Peer Specialist I position * Minimum one year of sobriety and/or abstinence if applicable, 2-5 years preferred * Minimum one year of current personal experience attending self-help support groups, 2-5 years preferred. * Experience working with volunteers and peers. * Knowledge of 12 Step recovery groups. * Self-starter, able to take a project and run with it. * Bi-lingual in any languages a plus. * Ability to read and write proficiently in English. * CAADAC or CADE not required. | * Two years’ personal experience attending self-help support groups. Three to five years preferred * Two years of sobriety and/or abstinence, if applicable. Three to five years preferred * Experience with computers and Microsoft Office * BA/BS degree highly preferred but not required * Driver’s license, reliable car * Strong connections in the recovery community * Bilingual any language a plus, especially Spanish | * Successfully achieve all required skills/knowledge/competencies of the Peer Bridger II position. * Two years’ personal experience attending self-help support groups. Three to five years preferred * Two years of sobriety and/or abstinence, if applicable. Three to five years preferred * Knowledge of recovery, good interpersonal skills, computer skills, organizational skills * BA/BS degree highly preferred but not required * Driver’s license, reliable car and valid automobile insurance * Strong connections in the recovery community * Bilingual any language a plus, especially Spanish * Ability to read and write proficiently in English * Honesty, Willingness, Open-mindedness, Desire to grow | * Successfully achieve all required skills/knowledge/competencies of the Peer Bridger/Specialist II position * Two years’ personal experience attending self-help support groups. Three to five years preferred * Two years of sobriety and/or abstinence, if applicable. Three to five years preferred * Knowledge of recovery, good interpersonal skills, computer skills, organizational skills * BA/BS degree highly preferred but not required * Driver’s license, reliable car and valid automobile insurance * Strong connections in the recovery community * Bilingual any language a plus, especially Spanish * Ability to read and write proficiently in English * Honesty, Willingness, Open-mindedness, Desire to grow | * Successfully achieve all required skills/knowledge/competencies of the Coordinator I position * Demonstrated program leadership and staff development * Five years’ personal experience attending self-help support groups. Five to ten years preferred * Five years of sobriety and/or abstinence, if applicable. Five to ten years preferred * Knowledge of recovery, good interpersonal skills, computer skills, organizational skills * BA/BS degree highly preferred but not required * Driver’s license, reliable car and valid automobile insurance * Strong connections in the recovery community * Bilingual any language a plus, especially Spanish * Ability to read and write proficiently in English * Honesty, Willingness, Open-mindedness, Desire to grow |

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|  | **Manager I** | **Manager II** | **Director** |
| **Skills/Knowledge/Qualities/Competencies** | * Same as Coordinator II, plus: * Ability to own and run a project from start to finish according to S! standards * Inspire and lead program coordinators * Ability to identify program needs and find resourceful solutions * Ability to analyze programs and improve their quality * The ability to make difficult decisions in a timely manner. * Faith in one's own ideas and capability to be successful; willingness to take an independent position in the face of opposition. * Ability to help others to successfully manage organizational change. * Ability to communicate in clear and concise English * The ability to analyze the organization's competitive position by considering market and industry trends, existing and potential community (internal and external), and strengths and weaknesses as compared to competitors. * Ability to participate as a contributing member of the executive management team * Ability to communicate diplomatically * Ability to identify and align people to SHARE!’s boundaries diplomatically | * Same as level I, plus: * Ability to plan and carry out a project from start to finish with minimal supervision * Ability to identify and implement potentially innovative strategies to improve S! systems and programs * Ability to see that SHARE! Policies and procedures are understood, accepted and implemented throughout the organization * Ability to advocate for and represent SHARE! and its programs in the community * Ensure that one’s own and others work and information are complete and accurate; carefully preparing for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled * Focused on systems and procedures, recordkeeping, planning and careful organization of activities, tasks and projects that require accuracy * Ability to engage in an impartial collaborative analysis of one’s own and other’s ideas; honor all that arises and embrace challenges * Ability to recognize that they are a part of a greater management system, which requires cooperating with and responsiveness to the organization as a whole * Ability to reassure and inspire others to embrace change | * Same as Manager II plus * Ability to keep moving S! mission forward constantly despite personal disagreements and setbacks * Ability to turn adversaries into allies * Constant orientation towards strengthening relationships * Ability to tolerate personal discomfort until deadlines are met and time allows for resolution * Ability to be mission-driven rather than self-driven * Ability to mentor and delegate * Ability to help people embrace risk and learn from failure * Ability to identify and speak up about safety and program quality and personnel issues * Ability to modify existing systems and develop new systems to meet organization needs * Proficiency in SHARE! policies and procedures and use of knowledge to make independent decisions that further SHARE! goals * Ability to recognize risk exposure and mitigate potential liability * Ability to analyze and find solutions to complex problems * Ability to incorporate new learning into SHARE! programs, including new tools, research, technology, and methodology * Strong public speaking skills and ability to articulate the SHARE! message and to persuade elected officials, researchers, policy-makers and others for the benefit of SHARE! * Ability to identify talking points for grants, disputes, policy discussions, negotiations and wherever advocacy is necessary * Ability to identify where bottlenecks and problems exist within SHARE! procedures and implement solutions * Ability to work collaboratively with all SHARE! management * Ability to recognize the need for diverse abilities in people in management and the Organization * Ability to weigh possibilities collaboratively, play “devil’s advocate”, and discover the best outcome in a timely manner * Ability to negotiate effectively * Ability to drive, sustain and modify change to desired outcomes |
| **Responsibilities** | * Supervise, develop and support Program Coordinators * Work with SHARE! management team to ensure compliance with S! policies * Analyze and adjust the organization's competitive position by considering market and industry trends, existing and potential community (internal and external), and strengths and weaknesses as compared to competitors * Continually elevate and inspire everyone in the Organization in alignment with SHARE! culture * Anticipate, plan and implement t strategies to overcome obstacles and involve leadership as necessary * Enhance staff and program accountability * Advocate for SHARE! programs and policies at local and state levels * Develop and coordinate SHARE! relationships with partner agencies * Regularly orient programs and teams to SHARE! mission, practices and programs * Conduct performance reviews with program Coordinators * Orienting staff, program and community to SHARE! vision and mission * Effectively communicate (oral and written) SHARE! programs and policies internally and externally * Assess and maximize effective implementation of SHARE! Peer Toolkit * Model SHARE! decision-making, strategies and leaderful culture * Nurture culture of recovery and community driven practices within the program * Conduct effective staff meetings * Oversee contract deliverables and program reports and track program data * Submit and track contract billing for services (COS) * Track and submit all program documentation as necessary | * Plan for and manage organizational growth * Identify and implement potentially innovative strategies to improve S! systems and programs * Develop and nurture a culture of accountability, accuracy and performance * Nurture and solicit innovation and feedback * Lead others through challenges, setbacks and successes * Conduct effective staff meetings * Oversee contract deliverables and program reports and track program data * Advocate for SHARE! programs and policies at local, state, national, and international levels | * Identify and address safety issues promptly * Work to expand SHARE! relationships with funders and identify new funding opportunities * Stay connected to SHARE! executive management in all activities and decisions * Create, maintain and adhere to budgets * Continually assess to identify strengths, weaknesses, opportunities and threats to the Organization and develop contingency plans * Continually identify and mitigate risk * Keep all staff oriented to SHARE! Mission * Implement and oversee SHARE! Contracts with fidelity to SHARE! mission * Ensure all programs operate at a high level of quality * Regularly confirm quality assurance utilizing quality assurance plans * Develop and revise quality assurance plans for each program * Inform Executive Director of potential risks, problems and opportunities in a timely manner * Help resolve conflicts amongst management personnel * Develop competency of thorough and timely documentation at all levels of the organization * Lead in times of crisis and uncertainty * Review reports for praise and concerns * Identify and implement change plans when needed * Ensure that all staff are trained and using their knowledge effectively * Represent and promote S! practices and mission at the local, state, national and international level |
| **Supervisory Responsibility** | * Supervise Coordinators | * Supervise Coordinators | Supervise Managers I and II |
| **Experience/Requirements** | * Successfully achieve all required skills/knowledge/competencies of the Coordinator II position * Demonstrated program leadership and staff development * Demonstrated ability to develop strong supervision skills in others * Five years’ personal experience attending self-help support groups. Five to ten years preferred * Five years of sobriety and/or abstinence, if applicable. Five to ten years preferred * Knowledge of recovery, good interpersonal skills, computer skills, organizational skills * BA/BS degree highly preferred but not required * Driver’s license, reliable car and valid automobile insurance * Strong connections in the recovery community * Bilingual any language a plus, especially Spanish * Ability to read and write proficiently in English * Honesty, Willingness, Open-mindedness, Desire to grow | * Successfully achieve all required skills/knowledge/competencies of the Manager I position * Demonstrated program leadership and staff development * Demonstrated ability to develop strong supervision skills in others * Five years’ personal experience attending self-help support groups. Five to ten years preferred * Five years of sobriety and/or abstinence, if applicable. Five to ten years preferred * Knowledge of recovery, good interpersonal skills, computer skills, organizational skills * BA/BS degree highly preferred but not required * Driver’s license, reliable car and valid automobile insurance * Strong connections in the recovery community * Bilingual any language a plus, especially Spanish * Ability to read and write proficiently in English * Honesty, Willingness, Open-mindedness, Desire to grow | * Successfully achieve all required skills/knowledge/competencies of the Manager II position |

**JOB DESCRIPTIONS**

1. **Peer Specialist I**

***Summary***

The *Peer Specialist I* is responsible for creating a community of recovery in SHARE! programs. This position will use lived experience and provide peer support to members of the community and meeting-goers visiting the SHARE! location. Depending on Organization need, the position may be located in either of SHARE! locations in Downtown LA and Culver City. Reports to Coordinator.

***Key Responsibilities:***

* Identify, assemble and integrate volunteers of all levels and abilities.
* Manage high stress situations/interventions.
* Initiate outreach to start new self-help support groups
* Provide crisis management as needed
* Assist with special events
* Maintains confidentiality and adheres to HIPPA regulations.

***Supervisory Responsibility:***

* Supervise volunteers

***Skills/Knowledge/Competencies:***

* Knowledge of S! toolkit – proficiency with at least 15 tools
* Self-starter, time management and organizational skills
* Demonstrate respect, dignity and humility
* Excellent customer service skills
* Operate with honesty and integrity
* Ability to normalize difficult situations
* On the job resiliency, self-care and commitment to personal growth and change
* Team player with strong communication and listening skills
* Knowing audience when communicating
* Ability to lose power struggles
* Ability to implement the Helper Therapy Principal
* Ability to empathize and see things from the other peoples’ perspectives
* Motivate and inspire people without using authority and power
* Ability to disclose build relationships, and community with everyone
* Problem solving skills and ability to multi-task
* Proficiency in English reading, writing and oral communication
* Ability to take and follow directions
* Knowledge of self-help support groups and proficiency in referrals
* Align with S! mission/vision and policies
* Avoid negative bonding
* Ability to cultivate a culture of recovery
* Basic knowledge of cultural competency, implicit bias and microaggressions

***Experience:***

* Minimum one year of sobriety and/or abstinence if applicable, 2-5 years preferred
* Minimum one year of current personal experience attending self-help support groups, 2-5 years preferred
* Experience working with volunteers and peers
* Knowledge of 12 Step recovery groups
* Bi-lingual in any language a plus

1. **Peer Specialist II**

***Summary***

The *Peer Specialist II* is responsible for creating a community of recovery in SHARE! programs. This position will use lived experience and provide peer support to members of the community and meeting-goers visiting the SHARE! location. The individual will master the SHARE! Toolkit, be a role model for other staff and volunteers, and collaborate with leadership. Depending on Organization needs, the position may be located in either of SHARE! locations in Downtown LA and Culver City. Reports to Coordinator.

***Key Responsibilities:***

* Provide evidence-based peer support as instructed and trained
* Implement SHARE! Peer Toolkit in interactions with individuals and community
* Cultivate a community of recovery in SHARE! programs and locations
* Oversee projects and supervise volunteers in completing project assignments
* Coordinate community schedules, assignments and projects
* Use lived experience to maximize referrals and interactions with self-help support groups of all kinds
* Initiate outreach to start new self-help support groups
* Manage high stress situations/interventions.
* Provide crisis management as needed
* Support program coordinator in delivering program outcomes and reports
* Orient new SHARE! staff to organization culture and practices
* Model SHARE! Toolkit for new and junior staff
* Participate in SHARE! programs to elevate and mentor junior staff
* Cooperate with leadership team on fulfilling SHARE! mission and projects
* Complete documentation records of all services provided as necessary
* Assist with special events

***Supervisory Responsibility:***

* Supervise volunteers

***Skills/Knowledge/Competencies:***

* Same as level I, plus:
* Proficient in all S! toolkit tools
* Model S! mission/vision
* Ability to be a S! role model
* Project management expertise and follow through
* Ability to prioritize and move S! mission forward
* Ability to develop skills in others and self
* Self-manage resiliency on job
* Ability to accept feedback and constructive criticism without defensiveness
* Same as level I, plus:
* Proficient in all S! toolkit tools
* Model S! mission/vision
* Ability to be a S! role model
* Project management expertise and follow through
* Ability to prioritize and move S! mission forward
* Ability to develop skills in others and self
* Self-manage resiliency on job
* Ability to accept feedback and constructive criticism without defensiveness
* Ability to collaborate with S! leadership
* Know when to communicate with leadership
* Demonstrate autonomy and taking initiative within the S! mission
* Identify what needs to be done and doing it before being asked or before the situation requires it.
* Excellent self-care
* Ability to write grammatically correctly
* Identify and shift negative bonding
* Ability to cultivate a recovery community
* Strong knowledge of cultural competency, implicit bias and microaggressions
* The ability to gain others' support for ideas, proposals, projects, and solutions.
* The ability to tackle a problem by using a logical, systematic, sequential approach.
* The ability to find effective solutions by taking a holistic, abstract, or theoretical perspective.

***Experience:***

* Successfully achieve all required skills, knowledge and competencies of the Peer Specialist I position
* Minimum one year of sobriety and/or abstinence if applicable, 2-5 years preferred
* Minimum one year of current personal experience attending self-help support groups, 2-5 years preferred.
* Experience working with volunteers and peers.
* Knowledge of 12 Step recovery groups.
* Self-starter, able to take a project and run with it.
* Bi-lingual in any languages a plus.
* Ability to read and write proficiently in English.
* Honesty, willingness, open-mindedness, desire to grow.
* Maintain confidentiality and adhere to HIPPA regulations.
* Performs other work or special projects as required or assigned.
* CAADAC or CADE not required.

1. **Peer Bridger I**

***Summary***

The *Peer Bridger I* supports people in SHARE! Collaborative Housing, an innovative solution to homelessness serving people in single-family homes throughout Los Angeles. This individual will be responsible for enrolling and orienting participants, developing recovery relationships with housing residents, and enrolling new collaborative houses. The position is located in the Culver City office, however some travel to housing locations is required. Reports to the Housing Coordinator.

***Key Responsibilities:***

* Develops personal recovery relationships with housing residents to help with achieving their goals, conflict resolution, and participating in SHARE! data collection
* Works with houses to develop a culture of recovery, establish policies, structure, schedule and activities
* Enroll and orient participants and get informed consent for data collection
* Connects residents to SHARE! self-help centers, self-help support groups, Volunteer-to-Jobs program and activities
* Provides linkages to the mental health system and other governmental and non-governmental resources, including self-help support group meetings, volunteer opportunities, medical and mental health resources, money management, criminal expungement, benefits and other assistance as needed
* Enrolls new Collaborative Houses, develops relationship with new owners and place participants
* Facilitates community volunteers to mentor residents on gardening, cooking, financial management, further education and other skills and activities as needed
* Works with volunteers, participants and owners to develop good neighbor relations
* Finds new placements for residents who want or need them
* Submits program reports as needed
* May be on call for problems that may arise after hours

***Skills/Knowledge/Competencies:***

* Knowledge of S! toolkit – proficiency with at least 15 tools
* Knowledge of collaborative housing policies and procedures
* Self-starter, time management and organizational skills
* Demonstrate respect, dignity, and humility
* Excellent customer service skills
* Operate with honesty and integrity
* Ability to normalize difficult situations
* On the job resiliency, self-care and commitment to personal growth and change
* Team player with strong communication and listening skills
* Knowing audience when communicating
* Ability to lose power struggle
* Ability to empathize and see things from the other peoples’ perspectives
* Motivate and inspire people without using authority and power
* Demonstrate autonomy; strong ability to work independently
* Ability to disclose, build relationships and community with everyone
* Problem solving skills
* Proficiency in English reading, writing and oral communication
* Ability to take and follow directions
* Align with S! mission/vision and policies
* Avoid negative bonding
* Ability to cultivate a culture of recovery

***Supervisory Responsibility:***

* Supervise volunteers

***Experience:***

* Two years’ personal experience attending self-help support groups. Three to five years preferred
* Two years of sobriety and/or abstinence, if applicable. Three to five years preferred
* Knowledge of recovery, good interpersonal skills, computer skills, organizational skills
* BA/BS degree highly preferred but not required, Driver’s license, reliable car, strong connections in the recovery community
* Bilingual any language a plus, especially Spanish

1. **Peer Bridger II**

Peer Bridgers support people in SHARE! Collaborative Housing, an innovative solution to homelessness serving people in single-family homes throughout Los Angeles. This individual will be responsible for enrolling and orienting participants, developing recovery relationships with housing residents, and enrolling new collaborative houses. The position is located in the Culver City office, however some travel to housing locations is required. Reports to the Housing Coordinator.

***Key Responsibilities:***

* Develop personal recovery relationships with housing residents to help with achieving their goals, conflict resolution, and participating in SHARE! data collection.
* Use lived experience to connect with residents and develop relationships centered on the core competencies of peer support.
* Work with houses to develop a culture of recovery, establish policies, structure, schedule and activities.
* Enroll and orient participants and get informed consent for data collection.
* Connects residents to SHARE! self-help centers, self-help support groups, Volunteer-to-Jobs program and activities.
* Provide linkages to the mental health system and other governmental and non-governmental resources, including self-help support group meetings, volunteer opportunities, medical and mental health resources, money management, criminal expungement, benefits and other assistance as needed.
* Enroll new Collaborative Houses, develops relationship with new owners and place participants.
* Support S! collaborative housing owners as needed.
* Facilitate community volunteers to mentor residents on gardening, cooking, financial management, further education and other skills and activities as needed.
* Provide crisis management as needed.
* Orienting new staff to organization culture and practices.
* Support Program Coordinator in developing program outcomes and reports.
* Model S! Toolkit for new and junior staff.
* Participate in S! programs to elevate and mentor new and junior staff.
* Cooperate with leadership team on fulfilling S! mission and projects.
* Work with volunteers, participants and owners to develop good neighbor relations.
* Find new placements for residents who want or need them.
* Complete documentation of records of all services provided as necessary.
* May be on call for problems that may arise after hours.
* Maintain confidentiality and adhere to HIPPA regulations

***Supervisory Responsibility:***

* Supervise volunteers

***Skills/Knowledge/Competencies:***

* Same as level I, plus:
* Proficient in all S! toolkit tools
* Model S! mission/vision
* Project management expertise and follow through
* Ability to prioritize and move S! mission forward
* Ability to develop skills in others and in self
* Self-manage resiliency on job
* Identify what needs to be done and doing it before being asked or before the situation requires it.
* Ability to accept feedback and constructive criticism without defensiveness
* Ability collaborate with S! leadership
* Know when to communicate with leadership
* Demonstrate autonomy; strong ability to work independently
* Take initiative within the S! mission
* Excellent self-care
* Ability to write grammatically correctly
* Identify and shift negative bonding
* Ability to cultivate a recovery community
* The ability to gain others' support for ideas, proposals, projects, and solutions.

***Experience:***

* Successfully achieve all required skills/knowledge/competencies of the Peer Bridger II position.
* Two years’ personal experience attending self-help support groups. Three to five years preferred
* Two years of sobriety and/or abstinence, if applicable. Three to five years preferred
* Knowledge of recovery, good interpersonal skills, computer skills, organizational skills
* BA/BS degree highly preferred but not required
* Driver’s license, reliable car and valid automobile insurance
* Strong connections in the recovery community
* Bilingual any language a plus, especially Spanish
* Ability to read and write proficiently in English
* Honesty, Willingness, Open-mindedness, Desire to grow

1. **Coordinator I**

The Program Coordinator is responsible for supervising, developing and supporting program staff. They use learned experience of the Peer Toolkit to nurture a culture of recovery and community, problem solve and cooperate with SHARE! Management to maximize program effectiveness.

***Key Responsibilities:***

* Supervise, develop and support program staff
* Conduct performance reviews with program staff
* Orienting staff, program and community to SHARE! vision and mission
* Assess and maximize effective implementation of SHARE! Peer Toolkit
* Nurture culture of recovery and community driven practices within the program
* Conduct effective staff meetings
* Implement SHARE! Programs and practices.
* Execute contract deliverables
* Submit program reports
* Track program data
* Develop relationships with contractors/funders
* Submit and track contract billing for services (COS)
* Track and submit all program documentation as necessary
* Problem solve and cooperate with SHARE! Management to maximize program effectiveness

***Supervisory Responsibility***

* Supervise, develop and support program staff

***Skills/Knowledge/Competencies:***

* Same as Peer Specialist II, plus:
* Ability to teach, demonstrate and develop proficiency in others’ use of the S! toolkit
* Embrace S! mission/vision in all activities
* The ability to develop and communicate goals in support of the S! mission.
* Proficiency in carrying S! practices and mission/vision to partners, contractors and other audiences
* Ability to advocate for S!
* Ability to track projects, supplies, resources, staff, meetings and volunteers etc.
* Ability to lead, motivate, mentor, evaluate and inspire others
* The ability to delegate responsibility and to work with others and coach them to develop their capabilities.
* Empower employees and allow them freedom to decide how they will accomplish their goals and resolve issues
* Ability to mentor diverse staff and foster teamwork
* Ability to prioritize and meet deadlines
* Knowledge of S! policies
* Maintain professional boundaries
* Stewardship of S!’s interests
* Ability to identify and resolve issues
* Implement cultural competency, mitigate implicit bias identify and address microaggressions
* Ability foster a culture of diversity, equity and inclusion
* Ability to see the big picture and how everything fits into S!’s mission
* Ability to create rapport earn trust and respect of team and receive and use meaningful feedback from staff and others
* Ability to hold people accountable
* Ability to track complex information and adjust quickly
* Ability to compromise and carry out the needs of S! and others
* Ability to take responsibility for one's own or one's employees' performance, by setting clear goals and expectations, tracking progress against the goals, ensuring feedback, and addressing performance problems and issues promptly.
* Ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support
* Ability to identify the information needed to clarify a situation, seek that information from appropriate sources, and use skillful questioning to draw out the information, when others are reluctant to disclose it

***Experience***

* Successfully achieve all required skills/knowledge/competencies of the Peer Bridger/Specialist II position
* Two years’ personal experience attending self-help support groups. Three to five years preferred
* Two years of sobriety and/or abstinence, if applicable. Three to five years preferred
* Knowledge of recovery, good interpersonal skills, computer skills, organizational skills
* BA/BS degree highly preferred but not required
* Driver’s license, reliable car and valid automobile insurance
* Strong connections in the recovery community
* Bilingual any language a plus, especially Spanish
* Ability to read and write proficiently in English
* Honesty, Willingness, Open-mindedness, Desire to grow

1. **Coordinator II**

***Key Responsibilities:***

* Supervise, develop and support program staff
* Work with SHARE! management team to ensure compliance with S! policies
* Adjust staff and program assignments and duties as needed to ensure successful program outcomes
* Anticipate, identify and bring obstacles, problems and solutions to leadership team as they arise
* Enhance staff and program accountability
* Regularly orient programs and teams to SHARE! mission, practices and programs
* Conduct performance reviews with program staff
* Orienting staff, program and community to SHARE! vision and mission
* Effectively communicate (oral and written) SHARE! programs and policies internally and externally
* Assess and maximize effective implementation of SHARE! Peer Toolkit
* Model SHARE! decision-making, strategies and leaderful culture
* Nurture culture of recovery and community driven practices within the program
* Conduct effective staff meetings
* Implement SHARE! Programs and practices.
* Execute contract deliverables
* Submit program reports
* Track program data
* Identify and track market and industry trends and provide recommendations to leadership team
* Develop relationships with contractors/funders
* Submit and track contract billing for services (COS)
* Track and submit all program documentation as necessary
* Problem solve and cooperate with SHARE! Management to maximize program effectiveness

***Skills/Knowledge/Competencies:***

* Same as Coordinator I, plus:
* Mastery of S! policies
* Take initiative and show ability to improve operation and efficiency of S! programs
* Innovative and strategic thinking problem solving skills
* Excellent ability to develop others and identify growth opportunities
* Ability to hold people accountable while inspiring them to grow
* Ability to operate program independently within S!’s parameters
* The ability to plan and deliver oral and written communications that make an impact and persuade their intended audiences.
* The ability to anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies.
* Identify market and industry trends

***Supervisory Responsibility:***

* Supervise, develop and support program staff

***Experience:***

* Successfully achieve all required skills/knowledge/competencies of the Coordinator I position
* Demonstrated program leadership and staff development
* Five years’ personal experience attending self-help support groups. Five to ten years preferred
* Five years of sobriety and/or abstinence, if applicable. Five to ten years preferred
* Knowledge of recovery, good interpersonal skills, computer skills, organizational skills
* BA/BS degree highly preferred but not required
* Driver’s license, reliable car and valid automobile insurance
* Strong connections in the recovery community
* Bilingual any language a plus, especially Spanish
* Ability to read and write proficiently in English
* Honesty, Willingness, Open-mindedness, Desire to grow

1. **Manager I**

***Key Responsibilities:***

* Supervise, develop and support Coordinators
* Work with SHARE! management team to ensure compliance with S! policies
* Analyze and adjust the organization's competitive position by considering market and industry trends, existing and potential community (internal and external), and strengths and weaknesses as compared to competitors
* Continually elevate and inspire everyone in the Organization in alignment with SHARE! culture
* Anticipate, plan and implement t strategies to overcome obstacles and involve leadership as necessary
* Enhance staff and program accountability
* Advocate for SHARE! programs and policies at local, state, national, and international levels
* Develop and coordinate SHARE! relationships with partner agencies
* Regularly orient programs and teams to SHARE! mission, practices and programs
* Conduct performance reviews with program Coordinators
* Orienting staff, program and community to SHARE! vision and mission
* Effectively communicate (oral and written) SHARE! programs and policies internally and externally
* Assess and maximize effective implementation of SHARE! Peer Toolkit
* Model SHARE! decision-making, strategies and leaderful culture
* Nurture culture of recovery and community driven practices within the program
* Conduct effective staff meetings
* Oversee contract deliverables and program reports and track program data
* Submit and track contract billing for services (COS)
* Track and submit all program documentation as necessary

***Skills/Knowledge/Competencies:***

* Same as Coordinator II, plus:
* Ability to own and run a project and run it from start to finish according to S! standards
* Inspire and lead program coordinators
* Ability to identify program needs and find resourceful solutions
* Ability to analyze programs and improve their quality
* The ability to make difficult decisions in a timely manner.
* Faith in one's own ideas and capability to be successful; willingness to take an independent position in the face of opposition.
* Ability to help others successfully manage organizational change.
* Ability to communicate in clear and concise English
* The ability to analyze the organization's competitive position by considering market and industry trends, existing and potential community (internal and external), and strengths and weaknesses as compared to competitors.
* Ability to participate as a contributing member of the executive management team

***Supervisory Responsibility:***

* Supervise, develop and support Coordinators

***Experience:***

* Successfully achieve all required skills/knowledge/competencies of the Coordinator II position
* Demonstrated program leadership and staff development
* Demonstrated ability to develop strong supervision skills in others
* Five years’ personal experience attending self-help support groups. Five to ten years preferred
* Five years of sobriety and/or abstinence, if applicable. Five to ten years preferred
* Knowledge of recovery, good interpersonal skills, computer skills, organizational skills
* BA/BS degree highly preferred but not required
* Driver’s license, reliable car and valid automobile insurance
* Strong connections in the recovery community
* Bilingual any language a plus, especially Spanish
* Ability to read and write proficiently in English
* Honesty, Willingness, Open-mindedness, Desire to grow

1. **Manager II**

***Key Responsibilities:***

* Supervise, develop and support Coordinators
* Work with SHARE! management team to ensure compliance with S! policies
* Analyze and adjust the organization's competitive position by considering market and industry trends, existing and potential community (internal and external), and strengths and weaknesses as compared to competitors
* Continually elevate and inspire everyone in the Organization in alignment with SHARE! Culture
* Plan for and manage organizational growth
* Identify and implement potentially innovative strategies to improve S! systems and programs
* Develop and nurture a culture of accountability, accuracy and performance
* Nurture and solicit innovation and feedback
* Lead others through challenges, setbacks and successes
* Advocate for SHARE! programs and policies at local, state, national, and international levels
* Develop and coordinate SHARE! relationships with partner agencies
* Regularly orient programs and teams to SHARE! mission, practices and programs
* Conduct performance reviews with program Coordinators
* Orienting staff, program and community to SHARE! vision and mission
* Effectively communicate (oral and written) SHARE! programs and policies internally and externally
* Assess and maximize effective implementation of SHARE! Peer Toolkit
* Model SHARE! decision-making, strategies and leaderful culture
* Nurture culture of recovery and community driven practices within the program
* Conduct effective staff meetings
* Oversee contract deliverables and program reports and track program data
* Submit and track contract billing for services (COS)
* Track and submit all program documentation as necessary

***Skills/Knowledge/Competencies:***

* Same as Manager I, plus:
* Ability to plan and carry out a project from start to finish with minimal supervision
* Ability to identify and implement potentially innovative strategies to improve S! systems and programs
* Ability to see that SHARE! Policies and procedures are understood, accepted and implemented throughout the organization
* Ability to advocate for and represent SHARE! And its programs in the community
* Ensure that one’s own and others work and information are complete and accurate; carefully preparing for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled
* Focused on systems and procedures, recordkeeping, planning and careful organization of activities, tasks and project that require accuracy
* Ability to engage in an impartial collaborative analysis of one’s own and other’s ideas; honor all that arises and embrace challenges

***Supervisory Responsibility:***

* Supervise, develop and support Coordinators

***Experience:***

* Successfully achieve all required skills/knowledge/competencies of the Manager I position
* Demonstrated program leadership and staff development
* Demonstrated ability to develop strong supervision skills in others
* Five years’ personal experience attending self-help support groups. Five to ten years preferred
* Five years of sobriety and/or abstinence, if applicable. Five to ten years preferred
* Knowledge of recovery, good interpersonal skills, computer skills, organizational skills
* BA/BS degree highly preferred but not required
* Driver’s license, reliable car and valid automobile insurance
* Strong connections in the recovery community
* Bilingual any language a plus, especially Spanish
* Ability to read and write proficiently in English
* Honesty, Willingness, Open-mindedness, Desire to grow

1. **Director**

***Key Responsibilities:***

* Identify and address safety issues promptly
* Work to expand SHARE! relationships with funders and identify new funding opportunities
* Stay connected to SHARE! executive management in all activities and decisions
* Create, maintain and adhere to budgets

***Skills/Knowledge/Competencies:***

* Same as Manager II
* Ability to make difficult decisions in a timely manner
* Faith in one’s own ideas and capability to be successful; willingness to take an independent position in the face of opposition
* Ability to keep moving S! mission forward constantly despite personal disagreements
* Ability to turn adversaries into allies
* Constant orientation towards strengthening relationships
* Ability to tolerate personal discomfort until deadlines are met and time allows for resolution
* Ability to be mission-driven rather than self-driven
* Ability to mentor and delegate
* Ability to help people embrace risk and learn from failure
* Ability to identify and speak up about safety and program quality and personnel issues
* Ability to modify existing systems and develop new systems to meet organization needs
* Proficiency in SHARE! policies and procedures and use that knowledge to make independent decisions that further SHARE! goals
* Ability to recognize risk exposure and mitigate potential liability
* Ability to analyze and find solutions to complex problems
* Ability to incorporate new learning into SHARE! programs, including new tools, research, technology, and methodology
* Strong public speaking skills and ability to articulate the SHARE! message and to persuade elected officials, researchers, policy-makers and others for the benefit of SHARE!
* Ability to identify talking points for grants, disputes, policy discussions, negotiations and wherever advocacy is necessary
* Ability to identify where bottlenecks and problems exist within SHARE! procedures and implement solutions
* Ability to work collaboratively with all SHARE! management
* Ability to recognize the need for diverse abilities in people in management and the Organization
* Ability to weigh possibilities collaboratively, play “devil’s advocate”, and discover the best outcome in a timely manner
* Ability to negotiate effectively

***Supervisory Responsibility:***

* Supervise, develop and support Managers

***Experience:***