

Peer Support Worker Job Posting

Position: Peer Support Worker
Type of Position: Permanent Full-Time
Number of Positions: 2
Reporting to: Recovery Connections Program Manager
Salary and Hours: \$24.00/hour (plus 6% in lieu of benefits during probation) with benefits;
30 hours/week

About Us

Psychiatric Survivors of Ottawa (PSO) is a member-driven, local non-profit organization offering peer support services in mental health and substance use health. Our team is made up entirely of people with lived and living experience who understand the mental health system firsthand.

We believe in the power of peer connection—people supporting people through shared experience. Our services include hospital-based peer support (emergency room and inpatient unit) and post-discharge peer support, family peer support, peer support groups, recreational activities and events, and educational workshops and training. Whether virtual, in-person, or hybrid, everything we do is rooted in community, inclusion, and lived experience.

About the Role: Peer Support Worker

We're currently looking for Peer Support Workers to join our team. In this role, you'll provide non-clinical one-on-one and group support to individuals accessing mental health and substance use services—primarily in an Ottawa-area hospital setting. This position may also provide some remote work opportunities, as assigned by the Recovery Connections Program Manager.

This role is grounded in both active listening and the sharing of lived experience. You'll offer meaningful, non-judgmental support, helping people feel heard and understood during what could be a very difficult experience. Using intentional peer support-style practices, you'll walk alongside individuals in their wellness journey, offering connection, information, and hope.

This position requires someone who has firsthand experience accessing hospital-based mental health **and** substance use services and who is skilled at listening deeply, holding space, and supporting others through shared experience as well as comfortable sharing their experience in meaningful and supportive ways.

At PSO, we're committed to building a team that reflects the diversity of our community. We strongly encourage applications from people who identify as 2SLGBTQIA+, Indigenous peoples, racialized people, and those having other marginalize and/or intersectional identities.

What You'll Do

- Provide non-clinical one-on-one support to individuals currently receiving hospital services for mental health and/or substance use reasons.
- Facilitate peer support groups in hospital, community, or virtual settings—sometimes co-hosted with hospital staff as part of a collaborative approach.
- Inspire others by leveraging your lived experience as evidence of wellness, recovery, and resilience
- Work alongside service users to ask questions, find information, and feel supported throughout their hospital stay and as they prepare to transition out.

- Fulfill required administrative duties including data entry, meetings, and other tasks as assigned.
- Build awareness and advocate for the value of peer support, within both hospital and community settings.
- Work alongside teammates and community partners to respond to emerging needs.
- Participate in education, research, and evaluation activities related to peer and family support.
- Follow hospital policies and procedures while maintaining peer support values.
- Take part in ongoing professional development and training opportunities.

What We're Looking For

- Lived/living experience with accessing inpatient or emergency hospital services for mental health **and** substance use reasons—and a willingness to share that experience to support others.
- Understanding of the value and principles of intentional peer support.
- Capacity to witness and remain grounded in situations where institutional power imbalances that may restrict individual autonomy, and to provide trauma-informed, empathetic support to those affected.
- Experience supporting diverse populations and the ability to build authentic, trusting relationships.
- Strong communication skills rooted in empathy, empowerment, and hope.
- Understanding and modelling of personal/professional boundaries and confidentiality.
- Able to work autonomously in a self-directed manner and within small, self-sustaining teams, while maintaining a strong connection to the larger multi-site team
- Commitment to self-care, self-compassion, and working from a strengths-based perspective
- Familiarity with mental health, substance use health, and community support systems.
- Training in programs like Wellness Recovery Action Plan (WRAP ©) (or willingness to obtain it).
- Bilingualism (French/English) is required for roles at Montfort Hospital; otherwise, it's an asset.

Additional Requirements & Considerations

- Must be able to obtain a Vulnerable Sector Police Check.
- Must be able to provide up-to-date medical clearances (e.g., vaccinations, tuberculosis testing). Medical exemptions will be reviewed on a case-by-case basis.
- This position requires evening and weekend work.
- This role involves a mix of active and sedentary tasks, including extended computer use.
- This position also involves listening to difficult experiences and potentially witnessing upsetting situations while providing peer support.

This job description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

Ready to Apply?

If this opportunity sounds like a good fit, we'd love to hear from you! Please send us your **cover letter** and **resume** by **noon on Friday, May 9, 2025**, addressed to the Hiring Committee at info@pso-ottawa.ca. Don't just tell us what we want to hear, show us how you fit what we're looking for and why you would make a great addition to our team.

We know applying to a job takes time and thank all candidates for their interest. While we are not able to get back to every candidate, we will ensure shortlisted applicants are aware of their status and will do our best to provide feedback if that can be helpful.

Accommodation will be made available for applicants with a disability throughout the hiring process, kindly make your needs known in advance.