



Job Description

Position Title: Military and Veteran Peer (MVP) Support Specialist

Classification: Exempt, Full-time

Reports To: Director of Military and Veteran Peer Support Program

Direct Reports: N/A

Location Remote

BACKGROUND:

We believe those touched by military service can succeed at home by restoring their sense of self, family, and hope. Nationally, Hope For The Warriors® (HOPE) provides comprehensive support programs for service members, veterans, and military families that are focused on transition, health and wellness, peer engagement, and connections to community resources.

CORE VALUES:

Hope For The Warriors® (HOPE) understands the challenges, pride, and joy of being a military family. For today, tomorrow, and years to come, we will strive to meet the changing needs of service members and their families. Additionally, we value community. Through our grass root's philosophy of interacting with the communities we live in, work in and send our service members to, we establish and nurture the relationships that have become the foundation of our support.

PRIMARY ROLE:

The MVP Support Specialist provides structured, trauma-informed, and culturally sensitive peer support to Hope For The Warriors post-9/11 veterans and their families. Drawing from lived military experience, the MVSPSP supports clients through individualized and group-based peer support focused on mental health, reintegration, and suicide prevention. The MVP Support Specialist will assist clients in navigating community and Veteran Affairs (VA) resources, as well as promote social connection and resiliency throughout a warrior's well-being journey. This position requires strong communication and group facilitation skills, the ability to recognize and respond to crises in a non-clinical capacity, and adherence to ethical standards of peer service delivery.

PRIMARY RESPONSIBILITIES:

Structured Peer Engagement – Individual and Group-Based

- Provide one-on-one peer mentoring and facilitate small-group support sessions (virtual and/or in-person) to promote community connection, self-efficacy, and enhance well-being.
- Use a trauma-informed, veteran-centric approach to support clients in managing transitions, emotional challenges, and isolation.
- Apply goal-oriented, structured peer support practices to help clients identify strengths, navigate adversity, and build healthy coping skills.

- Provides support through Intake Services to conduct eligibility and assessment of client needs based on Intake Services application responses and primary interest to determine appropriate referrals and resources.

Mental Health, Suicide Prevention, and Coping Interventions

- Monitor for signs of emotional distress or suicidal ideation, applying non-clinical crisis intervention techniques and escalating as needed per HOPE's safety protocols.
- Administer or coordinate use of C-SSRS as directed and ensure referrals to licensed clinical staff for clients identified at-risk.
- Promote the use of coping tools such as mindfulness practices, emotion regulation strategies, and the GUIDE App.
- Support group members in sharing lived experiences, practicing healthy communication, and applying learned techniques for stress management.

Communication, Facilitation, and Ethics

- Demonstrate effective verbal and written communication skills, including the ability to foster trust, de-escalate tension, and lead supportive conversations.
- Facilitate peer groups with structure, empathy, and boundaries that align with trauma-informed care principles.
- Model ethical conduct in all interactions and maintain appropriate peer boundaries per organizational policy and National Ethical Guidelines for Peer Support Workers.

Collaboration and Resource Navigation

- Coordinate and serve as liaison between clients and HOPE's internal programs and services (i.e. Intake, Clinical, Financial Wellness, Life Roles) to deliver wrap-around support services.
- Support clients in identifying, accessing, and building connections with community resources to promote independence, well-being, and long-term stability.
- Participate in interdisciplinary meetings and cross-domain coordination.
- May be required to participate in outreach initiatives and represent the organization in external engagement activities, as needed.

Documentation and Reporting

- Maintain accurate, confidential, HIPAA-compliant documentation in Salesforce CRM system.
- Participate in peer case reviews, ongoing supervision, and quarterly evaluations to support program fidelity and quality improvement.

QUALIFICATIONS:

- Post-9/11 military veteran with experience as a peer support recipient or mentor strongly preferred.
- Strong interpersonal and group facilitation skills with demonstrated ability to engage diverse military and veteran populations.
- Certification as a Peer Support Specialist or willingness to obtain certification
- Knowledge of mental health warning signs, suicide prevention basics, and non-clinical crisis response techniques.
- Understanding of peer support ethics, confidentiality, and boundary-setting practices.
- Proficient in virtual communication tools and comfortable with remote service delivery.
- Available to work flexible hours, including evenings or weekends as needed.

PREFERRED EXPERIENCE:

- Bachelor's degree minimum, with 2–3 years of relevant experience in peer mentoring, group facilitation, or veteran-focused outreach. Equivalent combination of education and experience will also be considered.
- Training or certification in C-SSRS, Mental Health First Aid, trauma-informed care, or motivational interviewing.
- Familiarity with VA benefits, veteran resource systems, or mental health support services.

COMPETENCIES:

- Strong background and knowledge of military culture, with specific understanding of post-9/11 veteran experiences and challenges
- Strong interpersonal skills and the ability to work well with individuals across all organizational levels
- Excellent oral and written communication skills
- Ability to work both independently and collaboratively in a professional manner, and prioritize projects to meet deadlines
- Understanding of civilian, veteran, and military disability services process, especially through the VA

KEY PERFORMANCE INDICATORS (KPIs):

- Maintain consistent individual and group-based engagement with assigned veterans (minimum two meaningful touchpoints/month).
- 90% of participants report increased confidence, connection, and application of learned coping skills.
- 100% of clients identified as moderate or high suicide risk receive a documented referral and response within 48 hours.
- Facilitate a minimum of one structured group session per month, with active peer participation and feedback collection.
- 100% compliance with ethical standards, documentation, and participation in supervision and training requirements.
- Complete all required annual training in crisis response, suicide prevention, and group facilitation best practices.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The qualified employee will work in an office or remote-office setting, and interact with staff, consultants, and outside vendors, therefore he/she may be subjected to interruptions throughout the workday. The position will require some flexible hours, in addition to local and national travel (approximately 40%).

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the ability to sit for sustained periods of time, travel, and drive. The vision requirement includes close vision. The employee is occasionally required to lift approximately 30 pounds.

ACKNOWLEDGMENTS:

I have read and understand this job description and fully understand the requirements set forth herein. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I further understand that my employment is at-will; that my employment may be terminated at will by Hope For The Warriors® or myself, with or without notice for any reason not expressly prohibited by law.