Job Title: Peer Support Supervisor
Department: Opioid Treatment Program (OTP)
Reports To: OTP Director
FLSA Status: Non-Exempt
Hiring Range: $36.03 - $43.23
Location: Eugene, Oregon

SUMMARY OF MAJOR FUNCTIONS

The Peer Support Supervisor provides leadership, supervision, and operational oversight to Peer Support Specialists within an Opioid Treatment Program (OTP). This position ensures peer services align with CARF standards, SAMHSA OTP guidelines, Oregon Health Authority (OHA) regulations, trauma-informed care principles, and recovery-oriented systems of care. The supervisor is responsible for implementing a new peer services program with the aim of improving patient engagement, retention, recovery stability, and overall treatment outcomes. This role promotes ethical practice, professional boundaries, high-quality documentation, and person-centered care. Ability to identify transport patients in the community to ensure they attend dosing.

REQUIRED QUALIFICATIONS

• High School Diploma or GED.
•Must meet Oregon Health Authority requirements as a Certified Recovery Mentor (CRM) or Peer Support Specialist (PSS).
• Active certification in good standing with MHACBO.
• Minimum of three (3) years of peer support experience in substance use disorder treatment.
• Experience developing and managing a Peer Support Program required.
• Minimum of one (1) year of leadership or supervisory experience required.
• Working knowledge of medication-assisted treatment (MAT), harm reduction, and recovery pathways.
• Experience collaborating within multidisciplinary treatment teams.
• Strong understanding of peer ethics and professional boundaries.
• Proficiency with electronic health records.(EPIC)

PREFERRED QUALIFICATIONS

• Experience working in an Opioid Treatment Program.
• Familiarity with CARF accreditation standards and survey readiness.
• Training in Motivational Interviewing, ASAM Criteria, recovery coaching, and trauma-informed care.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Leadership and Supervision

Initially, will perform as peer while developing program.

• Provide structured administrative and supportive supervision to Peer Support Specialists.
• Conduct and document supervision sessions in accordance with CARF standards.
• Monitor productivity, documentation quality, and service delivery.
• Establish clear expectations and support staff in achieving performance goals.
• Address performance concerns using coaching, corrective action, and professional development plans.

OTP Integration

• Ensure peer services support medication adherence, clinic engagement, and recovery stabilization.
• Collaborate with medical, nursing, counseling, and case management staff to coordinate care.
• Support peers in assisting patients with orientation, early recovery barriers, transportation planning, and community resource linkage.
• Promote peer involvement in treatment planning and patient advocacy while maintaining scope of practice.

Regulatory Compliance and Quality Improvement

• Ensure services comply with CARF, OHA, HIPAA, and 42 CFR Part 2 requirements.
• Participate in audits, chart reviews, and accreditation preparation.
• Monitor documentation for timeliness, accuracy, and person-centered language.
• Contribute to quality improvement initiatives focused on retention and patient satisfaction.

Training and Workforce Development

• Assist with onboarding and orientation of new Peer Support Specialists.
• Identify training needs and coordinate continuing education.
• Provide guidance on crisis response, relapse support, de-escalation, and patient engagement strategies.
• Model recovery-oriented, strengths-based communication.

Risk Management and Safety

• Reinforce professional boundaries and ethical conduct.
• Ensure staff understand incident reporting and mandatory reporting requirements.

• Collaborate with leadership during critical incidents and filling out incident reports.
• Promote a psychologically safe environment for patients and staff.

PERFORMANCE METRICS

The Peer Support Supervisor is expected to monitor and improve program outcomes using measurable indicators such as:

• Patient Engagement: Increase peer contact within the first 72 hours of admission.
• Retention Support: Partner with the clinical team to reduce early treatment drop-out rates.
• Documentation Compliance: Maintain ≥95% documentation completion within required timeframes.
• Supervision Compliance: Achieve 100% completion of scheduled supervision sessions with proper documentation.
• Productivity: Ensure peer staff meet established service productivity benchmarks.
• Patient Satisfaction: Support improvement in patient experience scores related to peer services.
• Audit Readiness: Maintain documentation and workflows consistent with CARF survey expectations.
• Training Completion: Ensure all peer staff complete required trainings on time.(Relias)
• Team Integration: Demonstrate active peer participation in multidisciplinary team processes.

CORE COMPETENCIES

• Must be self-starter and passionate about recovery
• Community outreach essential
• Finding those in need of our services in our community meeting them where they are at
• Good driving record
• Strong organizational skills
• Clear and professional communication
• Cultural humility
• Team collaboration

PHYSICAL REQUIREMENTS

• Ability to sit, stand, and walk for extended periods.
• Ability to respond effectively in emotionally charged situations.

WORK ENVIRONMENT

This role operates within an OTP setting serving individuals with opioid use disorder and possibly co-occurring conditions. Professional judgment, emotional regulation, and

adaptability are essential. Must be willing to go into the community and attract patients by engaging them on the street, homeless shelter, bus stops and other areas where our patients congregate.

LICENSURE/CERTIFICATION

Must maintain active certification as required by the Oregon Health Authority and complete all continuing education requirements.