



Peer Support Coordinator

Position Summary

The Peer Support Coordinator is responsible for daily operation of the CLF Mentorship Program and Peer Support Groups, which provide long term psychosocial support to those struggling with outcomes of brain injury. Responsibilities include overseeing the onboarding of new volunteers and mentees, building curriculum and live training for volunteers, relationship building and management with program participants, expansion of the programs, and close collaboration with other CLF departments such as Communications and Legacy Family Relations.

Company: Concussion Legacy Foundation

Reporting to: Patient Programs Manager

Location: Remote. Preferred time zones: MST, PST, AST

Status: Full time, salaried, healthcare and retirement benefits

Responsibilities

- Oversee day-to-day operations of the CLF Mentorship Program and CLF Patient & Caregiver Support Groups and act as main point of contact for all program related matters.
- Provide direct support to CLF Mentorship Program participants i.e., Peer Support Volunteers and Mentees.
- Conduct onboarding interviews with CLF Mentorship Program, background checks, and training assurance.
- Effectively identify issues and prioritize communications based on urgency and magnitude of need.
- Help grow program resources, including but not limited to onboarding procedures, training materials, relationship tracking systems, and quality assurance.
- Oversee growth, operation, and improvement of CTE Resources and PCS Resources Facebook Groups with >2,225 active members
- Provide initial crisis assistance as needed adhering to CLF's crisis escalation process.
- Work collaboratively with other departments to contribute to organizational goals and projects.

Qualifications

- Bachelor's degree preferred
- Residence in MST, PST, AST time zones preferred
- Zero to two years of experience in education, teaching, volunteer coordination, peer support facilitation, counseling, social work, mental health, public health, psychology, or related field
- Eagerness to learn about the sports, nonprofit, healthcare, mental health, and VSO industries
- Team player with a genuine interest in helping others
- Professional experience with sensitive conversations and interactions e.g., emotional distress
- Experience with data management and/or Microsoft Excel
- Proficiency with Microsoft Office suite
- Leadership experience
- Strong organizational and time management skills
- Proficiency in maintaining systems and procedures

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- Excellent written and verbal communication skills
- Detail-oriented and analytical mindset
- Volunteer in mental health, suicide prevention, aging, dementia, or neurodegenerative field a plus
- Customer service and phone experience a plus
- Experience with Customer Relationship Management software such as Salesforce a plus
- Some understanding of HIPAA regulations and healthcare industry a plus

How to Apply

Please submit your resume and cover letter to operations@concussionfoundation.org

About the Concussion Legacy Foundation

The Concussion Legacy Foundation is a 501(c)(3) non-profit organization. It was founded by Robert Cantu, MD, and Chris Nowinski, PhD to support athletes, Veterans, and all affected by concussions and CTE; achieve smarter sports and safer athletes through education and innovation; and to End CTE through prevention and research. The Concussion Legacy Foundation's work [has been featured](#) by the New York Times, Rolling Stone, TIME, Sports Illustrated, ESPN, BBC, PBS, HBO Real Sports and many other news and media outlets. For more information, please visit ConcussionFoundation.org.

At the Concussion Legacy Foundation, we are proud to be an equal opportunity employer. All applicants will be considered for employment based on qualifications, merit and organizational need and without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status. CLF is committed to providing employees with a work environment free of discrimination and harassment.