

**Cooperative Home Care Associates**  
349 East 149<sup>th</sup> Street, 5<sup>th</sup> Floor  
Bronx, NY 10451

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## Level 1 ~ Peer Mentor Job Description

**Title: Level 1 ~ Peer Mentor (L1~PM)**

**Overview: The Level 1 ~ Peer Mentor is a stipend part-time position at Cooperative Home Care Associates. A level 1 - peer mentor primarily supports new trainees within the first twelve weeks of “On-The-Job” training. The level 1 ~ peer mentor reports to the coach of the peer mentor project. The level 1- peer mentor may work in these capacities:**

- ◆ Provide early intervention, mentoring, advising and support to new aides/attendants in the early stages of employment
- ◆ Provide constructive and appropriate feedback about the aide that is being mentored
- ◆ Answer questions and provide supportive peer counseling to aides and attendants
- ◆ Serve in a liaison role between the coordinating/administrative staff and home health aide/ personal care attendant
- ◆ Be an active member of the peer mentor team

**Skills, Abilities, and Qualities pertinent to the position:**

- Strong connection to the job of a home health aide
  - a. Demonstrates an ability to do the work of a home health aide
  - b. Shows a positive attitude about being a home health aide
- Good assessment and observation skills
  - a. Ability to be non-judgmental of staff and other aides
  - b. Ability to see many sides of a situation
- Good interpersonal, relational and communication skills
  - a. Ability to learn and use problem solving skills
  - b. Displays good listening skills
  - c. Ability to ask for help/assistance
  - d. Demonstrates the ability to be self-reflective
- Demonstrates the ability to work as a member of a team
  - a. Maintains a good relationship with CHCA staff and other aides

- b. Positive feedback from clients and or family members
- Flexibility
  - a. Ability to respond in emergent situations
  - b. Willingness to carry a pager and/or cell phone
- Knowledge of company policy, procedures and culture
  - a. Exemplary work history with CHCA
  - b. Demonstrates knowledge of policies and procedures
  - c. Understanding of resources and options at CHCA
- Ability to work independently and in potentially stressful situations
  - a. Ability to handle self in a calm manner in stressful situations
  - b. Self-directed and able to follow instructions
  - c. Good organizational and time-management skills

**Minimum Qualifications:**

- One year experience as a home health aide/personal care attendant (recommended)
- Familiarity with CHCA policies and procedures
- Ability to speak, read and write functional English