

Job Title: Peer Support, Transportation & Operations Assistant

Location: Maryland

Reports To: Jahnee Webster

Position Type: Full-Time

Compensation: Hourly Rate 21.00/hour

About CHEP

CHEP, Inc. is a nonprofit organization dedicated to serving Veterans who are experiencing homelessness or are at risk of homelessness. We are committed to making a meaningful impact by providing safe housing, supportive services, transportation, resources, and individualized assistance designed to help Veterans achieve stability and independence. As we continue to strengthen our programs and services, we are seeking a reliable, compassionate, versatile, and motivated individual to join our team.

Position Summary

The **Peer Support, Transportation & Operations Assistant** provides direct support to Veterans participating in CHEP programs while assisting with transportation, daily program operations, facility needs, and general program support.

This position plays an important role in maintaining regular contact with Veterans, building positive and supportive relationships, encouraging engagement in services, identifying and reporting concerns, and assisting Veterans with transportation to appointments and community resources.

The position also assists with daily walkthroughs of Veteran housing, vehicle oversight, unit cleanliness, light operational duties, drug screenings as directed, and other activities necessary to maintain a safe, welcoming, and well-functioning program.

This position reports directly to **Jahnee Webster** and works collaboratively with case management, program staff, maintenance personnel, leadership, and other CHEP team members.

Key Responsibilities

Peer Support & Veteran Engagement

- Build positive, respectful, and supportive relationships with Veterans participating in CHEP programs.
 - Provide peer-based encouragement, mentorship, and practical support to Veterans as they work toward housing stability, independence, recovery, employment, treatment, and other individualized goals.
 - Maintain regular interaction with Veterans and serve as an approachable and supportive presence within the program.
 - Encourage Veterans to remain engaged with case management, medical and mental health services, substance use treatment, employment resources, benefits assistance, housing services, and other supports identified in their individualized service plans.
 - Assist Veterans in identifying and accessing appropriate community and VA resources in collaboration with case management staff.
 - Encourage Veterans to develop independent living skills, healthy routines, positive decision-making skills, and appropriate community connections.
 - Support Veterans during transitions, appointments, transportation, program activities, and other situations in which additional encouragement or assistance may be beneficial.
 - Observe changes or concerns regarding a Veteran's behavior, well-being, living environment, or program participation and promptly communicate concerns to the appropriate case manager or supervisor.
 - Maintain appropriate professional boundaries and understand that peer support does not replace clinical, medical, mental health, or case management services.
 - Immediately report safety concerns, suspected emergencies, threats, significant behavioral changes, or other situations requiring intervention to the appropriate staff member or supervisor.
 - Maintain Veteran confidentiality and comply with CHEP policies regarding privacy, professional conduct, and the handling of sensitive information.
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Transportation Support

- Safely operate CHEP vehicles to transport Veterans, staff, supplies, and program materials to and from approved locations.
- Provide Veterans with timely and reliable transportation to VA appointments, medical appointments, employment-related activities, housing appointments, community resources, and other approved destinations.
- Assist Veterans entering and exiting vehicles when appropriate while promoting independence and maintaining appropriate safety practices.
- Coordinate transportation needs with program and case management staff.
- Maintain accurate documentation of mileage, vehicle usage, transportation activities, and other required records.
- Immediately report accidents, incidents, vehicle damage, safety concerns, or transportation-related issues to the appropriate supervisor.

- Follow all CHEP policies and applicable laws regarding vehicle operation and transportation of program participants.
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Vehicle Maintenance & Safety

- Conduct routine vehicle checks to ensure assigned CHEP vehicles are safe and in appropriate working condition.
 - Monitor fuel levels, cleanliness, tires, warning indicators, and other basic vehicle conditions.
 - Promptly report maintenance or repair needs to the appropriate personnel.
 - Assist with coordinating routine vehicle maintenance, cleaning, and servicing as directed.
 - Ensure CHEP vehicles contain required safety equipment and necessary transportation supplies.
 - Maintain cleanliness and organization of assigned vehicles.
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Veteran Housing Walkthroughs & Program Safety

- Conduct daily walkthroughs of Veteran homes and program areas as assigned.
 - Maintain regular interaction with Veterans during walkthroughs and use these opportunities to check on general well-being and identify potential concerns.
 - Observe and report maintenance, cleanliness, health, safety, behavioral, or operational concerns to the appropriate staff member.
 - Document walkthroughs and concerns in accordance with CHEP procedures.
 - Support Veterans in understanding expectations related to maintaining their individual rooms and shared living spaces.
 - Assist program staff in maintaining a safe, respectful, and supportive living environment.
 - Administer or assist with drug screenings when directed and in accordance with CHEP policies and established procedures.
 - Immediately communicate significant concerns, suspected emergencies, or safety issues to the appropriate supervisor or program staff.
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Unit Cleaning & Operational Maintenance

- Assist with cleaning, organizing, and preparing Veteran units, offices, common areas, and other spaces utilized by CHEP.
- Assist with preparing rooms or units for incoming Veterans and restoring units following a Veteran's discharge.
- Support staff in maintaining facilities that are clean, safe, welcoming, and functional.
- Perform light maintenance and operational tasks within the scope of the position.

- Identify maintenance concerns and communicate repair needs to the appropriate staff member.
 - Assist with moving, organizing, or arranging furniture, equipment, supplies, and program materials when necessary.
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Program & Operational Support

- Provide operational assistance to CHEP programs based on daily program needs.
 - Assist with Veteran activities, meetings, special events, outings, and other program-related functions.
 - Assist with preparing and distributing program materials and supplies.
 - Ensure assigned materials, equipment, and supplies are properly accounted for and delivered to the appropriate locations.
 - Assist staff with admissions, discharges, room preparation, transportation coordination, and other program activities as appropriate to the position.
 - Serve as a reliable point of contact for routine operational matters when working independently.
 - Complete required documentation accurately and in a timely manner.
 - Communicate significant concerns, incidents, or unusual circumstances to the appropriate supervisor.
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Team Collaboration

- Work collaboratively with case managers, peer support staff, operations staff, maintenance personnel, supervisors, and other CHEP team members.
 - Communicate professionally and respectfully with Veterans, coworkers, VA personnel, community partners, and other individuals encountered while performing job responsibilities.
 - Participate in staff meetings, trainings, supervision, and other required organizational activities.
 - Maintain flexibility and assist with changing program and operational needs.
 - Contribute ideas and suggestions that may improve Veteran services, transportation, safety, program operations, and overall service delivery.
 - Support CHEP's mission and promote a professional, respectful, Veteran-centered environment.
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Qualifications

- Valid driver's license and acceptable driving record.
- Ability to safely operate organizational vehicles and transport program participants.
- Strong interpersonal and communication skills.
- Ability to establish positive and professional relationships with Veterans while maintaining appropriate boundaries.

- Compassionate, respectful, dependable, and comfortable working with Veterans who may be experiencing homelessness, housing instability, mental health concerns, substance use challenges, or other barriers.
 - Ability to recognize concerns and appropriately communicate them to case management or supervisory staff.
 - Strong organizational skills and attention to detail.
 - Ability to complete required documentation accurately and timely.
 - Ability to perform physical tasks associated with the position, including cleaning, lifting, moving supplies, and assisting with unit preparation.
 - Familiarity with basic vehicle maintenance and the ability to identify and report potential vehicle concerns.
 - Ability to work independently while also functioning effectively as part of a multidisciplinary team.
 - Ability to adapt to changing program needs and responsibilities.
 - Ability to maintain confidentiality and comply with CHEP policies and procedures.
 - Previous experience working with Veterans, individuals experiencing homelessness, behavioral health programs, substance use recovery programs, nonprofit organizations, or community-based programs is preferred.
 - Peer Support experience, training, or certification is preferred when applicable.
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Working Conditions

- This position requires regular interaction with Veterans in residential and community settings.
- The position requires driving CHEP vehicles and transporting Veterans to various locations.
- Some physical activity is required, including walking through residential properties, lifting, cleaning, moving supplies, and completing light operational tasks.
- Occasional evening or weekend hours may be required based on program needs and Veteran transportation schedules.
- The employee must be able to work independently and collaboratively within a team environment.
- The position requires flexibility to respond to changing operational and Veteran needs.

Other Duties

This job description is intended to describe the general nature and level of work performed by the employee assigned to this position. It is not intended to be an exhaustive list of all responsibilities, duties, or skills required.

All other duties as assigned.

Employee Acknowledgment

I acknowledge that I have received and reviewed this job description and understand the general duties, responsibilities, and expectations associated with the position of **Peer Support, Transportation & Operations Assistant**.

New Employee

Signature: _____

Date: _____

Jahnee Webster

Signature: _____

Date: _____