

Peer Support Coordinator Tompkins County

Department: Department of Emergency Response

Classification: Competitive

Labor Grade: Mgmt 85

Approved: 6/2026

By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree; **OR**
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree **AND** one (1) year paid full time or its part time equivalent experience as a first responder (fire, EMS, law enforcement, or emergency communications), or professional experience working directly with firstâ responder wellness, mental health support, or crisis response; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma **AND** three (3) years paid full time or its part time equivalent experience as a first responder (fire, EMS, law enforcement, or emergency communications), or professional experience working directly with firstâ responder wellness, mental health support, or crisis response.

SPECIAL REQUIREMENTS:

At time of application and maintenance of such throughout employment

- Training in peer support, crisis intervention, psychological first aid, or similar evidenceâ informed practices (e.g., ICISF Assisting Individuals in Crisis & ICISF Group Crisis Intervention or equivalent).
- Possession of a valid New York State driver's license or demonstrated ability to meet transportation needs within Tompkins County.

Within one year of appointment and maintenance of such throughout employment

- IS-700 – NIMS: An Introduction
- ICS-100 – Introduction to the Incident Command System
- ICS-200 – Basic Incident Command System for Initial Response

NOTE:

Must maintain all required continuing education for peer support best practices

Tompkins County Government centers diversity, equity, and inclusion. We are committed to the empowerment of employees and residents to dismantle systemic barriers that inhibit inclusive governance and the provision of government services to all. Guided by our values of Respect, Accountability, Integrity, Equity, and Stewardship, we strive to build a workplace and community rooted in trust, belonging, and opportunity for all.

Learn more about our [Strategic Plan](#) and [Institutionalizing Equity Report](#), which embed equity across our operations.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for managing and coordinating a comprehensive peer support program for first responders within the Department of Emergency Response. The Peer Support Coordinator oversees trained Peer Support Leaders who provide confidential, one-on-one emotional support to emergency personnel using a “from the field, for the field” model grounded in shared experience.

The Coordinator plays a critical role in responder mental health maintenance, early intervention, and long-term resilience by ensuring the availability of peer support, maintaining program standards, and developing supportive partnerships with mental health professionals, wellness programs, and county departments. The Coordinator may also lead efforts to expand peer support resources to all county employees.

The work is performed under the general supervision of the Director of the Department of Emergency Response or their designee. Work is assigned through long-range program planning, policy guidance, and emergent peer support requests. Supervision of others may be required, particularly of Peer Support Leaders and cross-department peer teams. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Coordinates all aspects of the Tompkins County Emergency Response Peer Support program, including recruitment, selection, training, and deployment of Peer Support Leaders.
- Ensures confidential, compassionate one-on-one peer support is available for first responders experiencing stress, trauma exposure, operational fatigue, or personal challenges.
- Activates and supports peer response following critical incidents and collaborates closely with the CISM Team for seamless crisis-to-recovery support.
- Provides guidance and consultation to Peer Support Leaders on complex situations while upholding strict confidentiality requirements.
- Develops and maintains referral pathways to culturally competent mental health providers, EAPs, chaplains, and wellness partners.
- Designs and delivers training programs on topics such as resilience, trauma exposure, stress management, psychological first aid, and peer support skills.
- Prepares, tracks, and analyzes non-identifying program utilization data to monitor trends and identify emerging needs.
- Develops outreach materials, educational content, and wellness communications for first responders and county staff.
- Participates in and contributes to countywide wellness initiatives, including the creation of a peer support network for all county employees.
- Maintains readiness to respond to urgent or emergent peer support needs during or following high-stress events, including after-hours requests.
- Maintains accurate and organized records, reports, training documentation, and program materials.
- Participates in ongoing professional development relevant to peer support, emergency responder wellness, crisis care, and trauma-informed practices.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Knowledge of firstâ responder culture, emergency operations, and the impacts of stress and trauma unique to emergency services.
- Strong ability to listen, communicate clearly, and provide empathetic, nonâ judgmental support.
- Knowledge of peer support principles, psychological first aid, crisis intervention, and responder wellness strategies.
- Ability to recognize signs of acute stress, burnout, PTSD, suicidality, and other crisis indicators and coordinate appropriate next steps.
- Ability to maintain confidentiality, professionalism, and ethical boundaries.
- Ability to work collaboratively with first responders, clinicians, administrators, and community agencies.
- Ability to solve problems, make sound decisions under pressure, and adapt to rapidly changing conditions.
- Strong organizational and documentation skills.
- Ability to conduct trainings, facilitate groups, and speak comfortably with peers.
- Initiative; tact; good judgment; emotional stability; maturity; patience; ability to work with diverse communities.

PHYSICAL & ADDITIONAL REQUIREMENTS

- The employeeâs physical and mental condition must be commensurate with the demands of the position, with or without reasonable accommodation.
- Work may occur in dispatch centers, fire stations, EMS bases, law enforcement facilities, training rooms, county buildings, and occasionally in the field following incidents.
- Work is primarily sedentary but may involve travel, walking, and carrying light materials.
- Must model healthy coping skills, selfâ care strategies, and wellness behaviors consistent with peer support principles.
- Must adhere to ethical standards and best practices for peer support and responder wellness.

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