

*Jack H. Wisby Jr*  
*Batavia VA PTSD Treatment Program*  
*Peer Support Program*

**Warmline:** Job Descriptions/Duties

Peer gives phone number to be available by phone  
Phone number listed for veterans to call for support.

(**NOT** a crisis line)

**Greeter:** Job Descriptions/Duties

What does a greeter do? A greeter:

Accompanies new resident to Admissions

Gives the new resident a brief tour of 2<sup>nd</sup> floor

- Track I & II Schedule and Information Boards
- Group Room
- Sign out Board
- Linen closet
- Patient Education Room
- Shower area

Gives the new resident a brief tour of 1<sup>st</sup> floor:

- Recreation Area
- Smoking Room
- Kitchen & Dining Area
- Washer/Dryer

Gives the new resident a brief tour of Main Building:

- Fitness Center
- Pharmacy
- Primary Care
- Lab
- Barber Shop
- Canteen

When?

9 am – 11 am Mondays

9am – 12 pm Cohort Admission Days

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**Pathfinder:** Job Descriptions/Duties

What does a pathfinder do? A pathfinder:

- Provides supportive information regarding the structure and process of the Track II program
- Provides supportive information regarding continuing care
- Encourages healthy communication between residents and staff
- Reinforces rules of the unit
- Helps through “ups and downs” of treatment process

When?

Track II Admission Night Peer Pizza Welcome Group (7-9)

Peer Supporter Support Groups:

Sunday night of first weekend (7-9)

Thursday (during the day) of 3<sup>rd</sup> Week

Attend Bobo Chapter Dinner (Thursday of 3<sup>rd</sup> Week)

Attend Graduation Ceremony (Friday at 10A of 4<sup>th</sup> Week-except for some holiday weeks)

**Cadre:** Job Descriptions/Duties

What does a cadre do? A cadre:

- Provides supportive assistance to residents
- Provides information & resources to facilitate resident’s non-program time activities
- Facilitates adjustment to community living
- Helps residents with transportation & leisure time activities
- Assists in establishing healthy and therapeutic environment

When?

Track II Admission Night Peer Pizza Welcome Group (7-9)

6:30 – 8:30 weekdays & weekends

Attends Bobo Chapter Dinner (Thursday of 3<sup>rd</sup> Week)

Attends graduation ceremony (Friday at 10A of 4<sup>th</sup> Week-except for some holiday weeks)