Appendix J
Resilience and Wellness Coordinator Role Description

Purpose
This template provides guidance for agencies establishing a Resilience and Wellness Coordinator, Peer Support Coordinator, or similar role. The position may be full-time, part-time, or collateral duty depending on agency size and resources.

Role Summary
The Resilience and Wellness Coordinator supports the development, implementation, and maintenance of the agency's mental health and wellness initiatives. This role focuses on peer support coordination, training facilitation, critical incident follow-up structure, and resource mapping.

This role is non-clinical and does not provide diagnosis or therapy.

Primary Responsibilities

Program Coordination

- Oversee peer support program structure
- Ensure peer supporters maintain required training
- Maintain confidentiality standards
- Coordinate resource directory updates

Critical Incident Support

- Assist in activation of peer support following high impact events
- Coordinate follow-up timelines
- Serve as liaison to external CISM or behavioral health partners when needed

Training and Education

- Coordinate wellness and mental health training initiatives
- Promote suicide prevention and resilience education
- Support onboarding education related to wellness

Leadership and Culture

- Advise leadership on wellness-related considerations
- Promote psychological safety and stigma reduction
- Encourage ongoing communication regarding available supports

Data and Continuous Improvement (As Capacity Allows)

- Track aggregate peer engagement numbers
- Support anonymous wellness survey distribution
- Provide high-level program updates to leadership

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Qualifications

- Demonstrated professionalism and trust within the agency
- Strong communication and listening skills
- Completion of peer support training or willingness to complete training
- Ability to maintain confidentiality
- Understanding of EMS operational culture

Preferred Qualifications (Optional)

- Prior peer support experience
- Mental health literacy or resilience training
- Experience in program coordination

Authority and Reporting Structure

The Resilience and Wellness Coordinator reports to [Chief / Director / Command Staff] and works in collaboration with peer supporters and agency leadership.

The role does not serve as a clinical provider, disciplinary authority, or investigative function.

Time Commitment

This role may be:

- A collateral duty assignment
- A part-time designated position
- A full-time role (in larger systems)

Time expectations should be clearly defined by agency leadership.

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