

Solstice House Manager

SOAR Case Management Services Inc. (SOAR), is seeking an experienced and responsive Solstice House Manager to join our team. Our Peer Run Respite services are offered through Solstice House, which is a short-term, supportive, homelike resource for individuals who are experiencing an increase in mental health and/or substance use symptoms and stressors, or for those in need of support and services to aid in their recovery and wellness. We offer a casual and collaborative work environment nestled in Madison, WI. Your contributions as the Solstice House Manager will include:

- Coordinate and provide day-to-day direction of the Peer Support Services of Solstice House.
- Review, manage, and modify (as needed) Solstice House staff schedule.
- Provide day-to-day supervision and provide regular communication with the Peer Support Specialists at Solstice House.
- Support and foster the development of the Solstice House team.
- Manage the accuracy and timeliness of data entry for Solstice House/Warm Line data points.
- Develop, document and maintain a process for follow-up with guests to receive feedback on services and outcomes, grievances and responses.
- Review and ensure daily and weekly cleaning is happening at a satisfactory level and check-lists are completed accurately and timely.
- Manage the Solstice House supply inventory to ensure adequate supplies are available and shop for supplies as needed.
- Lead weekly meetings of Solstice House/Warm Line with Peer Services Supervisor.
- Communicate weekly with Peer Services Supervisor with any concerns, success, and needs of Solstice House and staff.
- Collaborate with Peer Services Supervisor to create innovative options for offering peer support along with employee development, supervision needs, and training needs.
- Performs on-call duty as assigned.
- Provide recovery-oriented, person-centered peer support services to guests at Solstice House and warmline callers.
- Serve as a mentor for peers and provide them with an example of what they can strive for in their recovery.
- Encourage and inspire guests and callers to actively engage and maintain relationships with programs during and following respite stay.
- Coordinate the logistics of guest arrival including pre-arrival guest screening, orientation, community referrals, and guest engagement at Solstice House.
- Coordinate the logistics of guest departure including departure planning, and follow-up evaluation.
- Accurate and timely completion of documentation of warmline callers and guest data.
- Maintain a safe, sanitary, and healthy environment at the Solstice House, including following cleaning procedures consistent with CDC and DHS recommendations.
- Communicate and provide consultation with other staff members.
- Recognize and respect the lived experience of all guests and callers.
- Attend and actively participate in regularly scheduled Solstice House Team meetings.

To be successful in the Peer Support Specialist opportunity, you will need:

- High School Diploma or GED is preferred.
- Active State Certified Peer Specialist certification is required.

- Lived experience that allows the successful candidate to understand and relate to program clients.
- Demonstrated ability to provide client care in a social service setting is required.
- Demonstrated leadership ability in a social service setting is preferred.
- Demonstrated ability to communicate effectively (both orally and in writing).
- Demonstrated ability to work and lead a team in a multidisciplinary team with a positive attitude.
- Must possess a valid driver's license, insurance to meet state requirements, and access to a vehicle to use for work related purposes.
- Must be able to successfully pass a caregiver background check and DMV check at hire and annually thereafter in accordance with the state and local DHS requirements.
- Individuals in historically marginalized groups are encouraged to apply.

In exchange for your talents, SOAR offers competitive pay starting at \$18.75/hr. We offer competitive benefits for full-time employees and a 401k plan after meeting the eligibility requirements.

Please share your resume by sending to soarhr@soarcms.org, we look forward to hearing from you!

SOAR is an Equal Opportunity/Affirmative Action Employer.