

Solstice House Assistant Program Peer Lead

SOAR Case Management Services Inc. (SOAR), is seeking an experienced and responsive Assistant Program Peer Lead for Solstice House working between 32-40 hours per week. Our Peer Run Respite provides 24-hour peer support in a homelike setting in Madison, WI. Solstice House is committed to supporting people experiencing distress in a person-centered and recovery-oriented manner at all times. Solstice House operates a Warm-Line that serves any person in Wisconsin who would like to engage in telephone or Zoom peer support.

Your contributions will include:

- Coordinate day-to-day provision of peer support services and review/manage/modify Solstice House schedule as needed.
- Schedule all inspections of fire and safety systems and maintain ADA compliance standards and review required checklists related to general house maintenance.
- Assist in training and mentoring of staff, support and foster ongoing professional development of team.
- Actively utilize the WI Certified Peer Specialist Code of Ethics in training and mentoring staff. Participate on the interview team for staff recruitment.
- Manage the accuracy and timeliness of data entry for Solstice House/Warmline data points.
- Maintain supply inventory.
- Coordinate guest feedback processes related to satisfaction, outcomes, etc.
- Co-lead at least twice per month staff meetings with Peer Services Manager.
- Collaborate to create innovative options for peer support, employee development, supervision needs, and training provision/updates.
- Create or maintain a work culture that ensures that Solstice House is a sanctuary for staff and guests at all times.
- Provide recovery-oriented, person-centered peer support to guests and warmline callers.
- Serve as a peer to guests and callers, utilizing active listening skills, providing encouragement and support as defined by the guest or caller, utilizing your own lived experience in a way that benefits the guest or caller.
- Coordinate the logistics of guest arrival and departure including guest screening, orientation, community referrals (with guest invitation), health screening, and follow-up evaluation.
- Accurate and timely completion of documentation of warmline calls and guest data.
- Assist guests in creating wellness/recovery vision and/or plans, attending SOAR groups when appropriate and chosen by the guest, and considering natural supports within their community. Actively explore ongoing support or wellness activities with guests as they plan the transition back to their home and community.
- Serve as backup and rotating on-call to support Solstice House staff and at times, shift coverage if no coverage can be found, last resort coverage.
- Attend and actively participate in the scheduled Peer Run Respite (PRR) Learning Community meetings. This may include hosting PRR staff trainings or support groups within the statewide PRR community.
- Attend and actively participate in the WI Certified Peer Specialist supervisor's community of practice meetings.

- If requested, provide public speaking events, education, and marketing for Solstice House and/or the PRR model. Work with the Peer Services Manager on development of PRR events.

To be successful in this opportunity, you will need:

- High School Diploma or GED is preferred.
- Current State Certified Peer Specialist certification is required and must be maintained during the course of employment.
- Possess personal live experience that translates to a deep understanding of peer support and ethical standards as well as the ability to share that understanding with staff is required.
- Demonstrated ability to provide peer support within a program setting is preferred.
- Leadership ability in a professional peer role is highly preferred.
- Ability to effectively communicate both verbally and in writing.
- Strong interpersonal skills including coaching, giving feedback, and team building.
- Ability to develop and maintain appropriate peer relationship that embody trust, hope, empowerment, and recovery.
- Ability to use technology to track, plan, and report on activities of Solstice House.
- Serve as a living example of recovery and healthy boundaries.
- Ability to cover shifts as necessary to ensure the ongoing operation of Solstice House.
- Must be able to successfully pass a Wisconsin Caregiver Background Check and DMV check at hire and annually thereafter in accordance with the state and local requirements.
- Must be able to successfully pass a DMV check at hire and annually thereafter.
- Full COVID-19 vaccination is required.

In exchange for your talents, SOAR offers competitive pay of \$20.75/hour and benefits. We offer a full benefit package including:

- Paid Time Off
- Health, Dental, Vision Insurance
- Company Paid Life, STD, & LTD
- 401k

Please share your resume with us at soarhr@soarcms.org, we look forward to hearing from you!

SOAR Case Management Services is an Equal Opportunity/Affirmative Action Employer.