



**DANE COUNTY**  
invites applications for the position of:

## **HS Community Programs Coordinator - Peer Services**

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**SALARY:** \$28.40 - \$36.34 Hourly

**OPENING DATE:** 01/28/22

**CLOSING DATE:** 02/18/22 04:30 PM

**DESCRIPTION:**

The Dane County Human Services Department, Adult Community Services (ACS) - Behavioral Health Resource Center (BHRC) in Madison, Wisconsin is recruiting for a full-time (1.0 FTE) Human Services Community Programs Coordinator - Peer Services position. The Eligibility List created will be used to fill future vacancies over the next six (6) months.

### **EQUITY, DEFINITION AND EXAMPLES OF DUTIES:**

#### **COMMITMENT TO EQUITY AND INCLUSION**

As an employer, we strive to provide a work environment where diversity and differing opinions are valued, creativity is encouraged, continuous learning and improvement are fostered, teamwork and open/honest communication are encouraged, and meeting customer needs through quality service is a shared goal. All employees must be able to demonstrate multicultural competence – the awareness, knowledge, and skills needed to work with others who are culturally different from self in meaningful, relevant, and productive ways. Applicants from traditionally underrepresented populations including women, racial and ethnic minorities, and persons with disabilities are especially encouraged to apply.

#### **DEFINITION**

These positions are located in the Department of Human Services, Adult Community Services (ACS) – Behavioral Health Resource Center (BHRC). Under general direction of the Behavioral Health Resource Center Supervisor, provide, promote, and coordinate services associated with the BHRC and within the community. Conduct outreach activities, engage with and develop partnerships with underserved populations, and contribute to the development and maintenance of the resource database and of internship opportunities.

#### **EXAMPLES OF DUTIES**

In conjunction with BHRC Supervisor, Community Programs Coordinators assist with developing and maintaining BHRC best practices, program measures, and consumer surveys; development and maintenance of BHRC website, behavioral health resource database, and other targeted resource materials; developing and supervising internship opportunities; and orientation and training for new hires and interns. Participate in county and community workgroups and consortiums. Provide active and back up phone consultation and drop-in support for BHRC customers, offering accurate and informed referral information to Dane County residents seeking behavioral health information and treatment. Manage active caseload in collaboration with other team members and document all calls, contacts, referrals and Behavioral Health Resource activities in database or record keeping system.

## **BHRC Community Programs Coordinators may work in one (1) of the following areas:**

### **Peer Services:**

Initiate, develop, and maintain collaborations between the BHRC and contracted agencies providing peer support with a focus on implementing co-documentation, referral processes, and improved integration with the work of the BHRC. Promote BHRC services and peer support in the community and with clients through educational presentations and group forums. Act as a change agent to support environments, systems, and approaches to advance the inclusion of peer support and self-determination. May provide direct peer support services to BHRC clients. Perform other duties as assigned.

### **Outreach Services:**

Conduct community outreach and forge meaningful engagement with BIPOC, Latinx, and other underserved communities. Create opportunities to partner with different sectors of the community improve access for underserved populations and diversity in the behavioral health workforce. Coordinate targeted outreach to underserved and underrepresented populations, including develop and maintain a liaison program for community partners and underserved groups. Represent BHRC to the community at large through professional interaction, public speaking, media presentations, and participation in community groups. Capture and disseminate data regarding unmet needs and system gaps. Perform other duties as assigned.

## **EDUCATION, EXPERIENCE & SPECIAL REQUIREMENTS:**

### **Education, Training and Experience:**

Bachelor's degree and at least two (2) years of work experience in the target area (i.e., Outreach – if applying for Outreach Coordinator position, or Peer Services – if applying for Peer Services position). Experience working effectively with culturally and socioeconomically diverse populations.

### **Certifications/Licenses:**

**Outreach Services:** No certifications required.

**Peer Services:** Requires certification in the State of Wisconsin as a Peer Specialist or as a Parent Peer Specialist at the time of job application. Additional Certification as a Recovery Coach is preferred.

### **Special Requirements:**

Requires a valid driver's license, access to reliable personal transportation and a good driving record.

**Background Check Statement:** Some positions may require a criminal background check which can include fingerprinting due to the nature of the job's responsibilities. Wisconsin's Fair Employment Law, s. 111.31 – 111.395, Wis. Stats., prohibits discrimination because of an arrest or conviction record. However, Dane County may disqualify an applicant if the position's responsibilities are substantially related to the applicant's criminal history (e.g., the nature of the crime and its relationship to the position, whether hiring, transferring or promoting an applicant would pose an unreasonable risk to the business, its employees, customers and vendors, etc.). Management reserves the right to make employment contingent upon successful completion of the background check.

### **Physical and Environmental Work Requirements:**

Work inside and outside of an office environment, which includes meetings with clients and other service providers. Ability to sit or stand to operate a personal computer with or without assistance. Ability to see and hear within normal ranges with or without adaptive devices.

## **KNOWLEDGE, SKILLS & ABILITIES:**

Demonstrated ability to establish and maintain effective relationships with people and groups from a wide variety of backgrounds and across differences in race, culture, nationality, age, gender, sexual orientation, values, beliefs, learning styles, and literacy levels. Leadership skills, collaboration and community engagement skills, cultural humility, facilitation skills, and problem-solving skills. Ability to work effectively with multidisciplinary personnel, programs, and partners. Skills related to community relations, educational and promotional presentations, promotional materials development, events planning, and computer/database/social media development. Knowledge of public and private systems of behavioral healthcare in Dane County and ability to assess the needs of individuals with mental health and substance use disorders across the lifespan. Effective personal, written, and verbal communication skills. Excellent organizational and time management skills. Proficiency in use of various software platforms including Salesforce BHub and the Microsoft Office Suite applications (Word, Excel, Access, PowerPoint, Outlook, etc.). Ability to use a computer to generate reports, complete forms, and document case activity. Capacity to organize large amounts of information and manage complex situations to achieve the most effective individual and programmatic outcomes. Ability to be decisive, consistent and diplomatic. Ability to follow oral and written instructions, autonomously meet deadlines, participate in and appropriately use supervision. Ability to work and thrive in a team environment, which relies on clear communication and engagement. Ability to set, communicate, and respect personal boundaries of self and others. Ability to work in a fast paced, team oriented environment, as well as work independently to complete tasks as assigned.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<https://www.governmentjobs.com/careers/countyofdane>

Position #2022-00034  
HS COMMUNITY PROGRAMS COORDINATOR - PEER  
SERVICES  
KM

210 Martin Luther King Jr Blvd, Room 418  
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(608) 266-4125

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## **HS Community Programs Coordinator - Peer Services Supplemental Questionnaire**

- \* 1. Do you possess a Bachelor's degree and at least two (2) years of work experience in Peer-related services?  
 Yes    No
  
- \* 2. If your answer to Q1 above is 'Yes', please specify the educational degree and major, e.g., 'Bachelor's degree in Social Work'; AND the years and areas/types of outreach work experience.
  
- \* 3. This position requires a current certification in the State of Wisconsin as a Peer Specialist or as a Parent Peer Specialist. (Additional certification as a Recovery Coach is preferred but not required). If you have either one or more of these certifications, for each of them please provide the following information: 1) Type of license, 2) Number AND 3) Expiration date.
  
- \* 4. Do you have experience working effectively with culturally and socioeconomically diverse populations?  
 Yes    No
  
- \* 5. Do you possess a valid driver's license, access to reliable personal transportation and a

good driving record?

Yes  No

- \* 6. (GRADED QUESTION) The Behavioral Health Resource Center (BHRC) is a voluntary person and family centered service designed to help any Dane County resident access behavioral health services in Dane County, regardless of insurance status, financial status, age, identity, ability or legal status. BHRC services are consumer led and consumer driven, meaning that the individual and family is the expert regarding their needs. Essential functions of the work of the center include navigating behavioral healthcare systems in both the public and private sector, assessment of individual needs, facilitation of warm hand-offs to appropriate resources, coordination with partner entities, advocacy, community outreach and messaging, and customer service. Describe how your experience and skills apply to the functions of the BHRC.
  
- \* 7. (GRADED QUESTION) Please describe your knowledge and experience in the following areas: collaboration across multiple programs/ systems, resource development and system level advocacy. Highlight any experience working effectively with culturally and socioeconomically diverse populations.
  
- \* 8. (GRADED QUESTION) Please describe your knowledge, training, and experience in the area of peer support and your knowledge of community peer and alternative resources to support recovery in Dane County. Include experience acting in a leadership role and working as a change agent to support recovery-oriented systems. Describe your approach to advancing the inclusion of peer support and self-determination both within BHRC operations and in the community at large.
  
- \* Required Question