

Job Type Full-time

Work Shift: Monday-Friday 7:00AM-3:00 PM/ Flexibility for Weekend

Pay Range: \$27.00-\$30:00 per hour (Depending on experience)

Location: West Allis, WI

Community Medical Services (CMS) is hiring a Peer Support Program Manager to oversee the development and implementation of the Peer Support Program and oversee delivery of Peer Support services. Manages, maintains, and coordinates Peer Support Specialists within current clinic infrastructure and within assigned grants. This position will develop the programs for Peer Support in different regions, utilizing the lived experience of Opioid Use Disorder, and assisting clients navigating through their MAT experience and with other systems.

As part of our mission to help individuals recover from substance use disorders, you'll thrive in a supportive, engaging, and fulfilling work environment where your contributions are valued.

Job Responsibilities:

Provides individualized, ongoing guidance, coaching and support to Peer Support team, both individually and in group supervision

Focuses on supervision, performance management, and process improvement for Peer Support Program.

Promotes understanding of Peer Support models and delivery internally and to external agencies.

Trains staff and ensures the Peer Support team observes all rules of confidentiality relating to clinical information and treatment, both internally and when dealing with external agencies and/or individuals.

Works to support and ensure deliverables for grants that relate to Peer Support services are submitted within appropriate timeframes.

Develops policies, procedures, and infrastructure for Peer Support Program.

Always maintains professional standards. Observes the guidelines established within the Code of Ethics and conducts self professionally and always maintains confidentiality of clients.

Identifies initial and ongoing training needs for Peer Support program and ensures compliance within training program.

Oversees CMS Peer Support Specialists interfacing with correctional health facilities, hospitals, community-based outpatient settings, community-based inpatient settings, and community agencies for continued support in the form of case management, community-based services, and coordination for all supporting CMS facilities for the identified clients.

Develops transportation protocol for Peer Support delivery.

Assists in planning and implementation of groups at existing CMS clinics.

Utilizes outcome measurement tools to monitor effectiveness of program and implement changes as needed.

Implements Evidence-based practices within Peer Support Program.

Interfaces with clinic managers, clinical team, correctional health team, and systems partners to focus on ways to engage and retain clients in MAT through the use of Peer Support.

Works with Peer Support team to ensure accurate and appropriate record keeping and providing information for monitoring and evaluation as required.

Job Requirements:

High School diploma or equivalent

Certification in recognized Peer Support Training

Experience in MAT preferred

Supervisory experience preferred

Minimum 2 years in recovery

Basic computer knowledge is necessary

Knowledge of the recovery process and the ability to facilitate recovery using established standardized mental health processes.

Knowledge and skill to teach and engage in basic problem-solving strategies to support individual clients in recovery.

Knowledge of the signs and symptoms of substance abuse (i.e. auditory and visual hallucinations, irregular talk and behavior, motor skill impairment) and the ability to assist the client to address symptoms using strategies such as positive self-talk.

Knowledge and skill sufficient to use community resources necessary for independent living and ability to teach those skills to other individuals with substance abuse.

Valid driver's license is required as some driving and/or transportation may be required to take clients to community resources and additional service providers.

Uses good judgment and maintain effective boundaries when sharing information about company with staff, other providers, and members of the community.

Must be able to demonstrate sufficient knowledge and understanding of human behavior and sufficient knowledge of general mental health issues, treatment planning and the field of human social services to work towards the rehabilitation of the client

Exceptional interpersonal skills in a team environment

Strong communication skills, both verbal and written

Strong organizational, multi-tasking, time management skills

Culturally competent and sensitive to client and employee needs.

Tools and Equipment Requirements:

The ability to use a phone, computer, printer, and copier is required.

Frequent use of Microsoft office products, including but not limited to Outlook, Word, Excel, and PowerPoint.

The ability to use the internet and various web browser software is required.

Physical Working Conditions and Office Setting Description:

Requires sitting and standing associated with a normal office environment.

Manual dexterity using a calculator and computer keyboard.

Requires prolonged sitting, standing, frequent bending, stooping, or stretching.

Some lifting may be required.

Frequent and prolonged typing and frequent and prolonged operation of computer, keyboard, and telephones required.

Requires occasional use of fax machines, telephones, copiers, and other office equipment.

Employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Along the way, we'll invest in your well-being through a benefits package that includes:

Subsidized medical, dental, and vision insurance

Health savings account

Short and long-term disability insurance

Life insurance

Paid sick, vacation, and holiday time

401K retirement plan with match

Tuition and CME reimbursement up to 100%

Employee assistance program to support your mental health and wellness

Ongoing professional development

Our Commitment

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, disability status, sexual orientation, gender identity, age, protected veteran status or any

other characteristic protected by law. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Other Conditions

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.