SOAR Case Management Services, Inc. is a consumer-directed, trauma-informed, wellness and recovery-oriented provider of mental health services, incorporating people with lived experience of mental health disorders in providing direct support.

SOAR is currently accepting applications for the position of Peer Run Respite Program Manager. The Peer Run Respite is run by and for individuals who have lived experience with mental health and/or substance abuse disorders. Peer Run Respite is intended to serve as a short-term, residential resource for individuals who are experiencing an increase in symptoms, stressors or who are in need of support and services to aid in their recovery and wellness. It provides a safe, stable and a supportive home-like environment, resources and linkages to the community with a focus on self-directed and strength based recovery through 24/7 peer support, which improves outcomes and quality of life for guests. It is a positive place for healing and growth that benefits not only the individual but the community as well.

The position is full-time, requires determination, initiative, motivation and the flexibility to respond to the challenges of continuing to develop, implement and manage all aspects of the new Peer Run Respite program. Duties will include but are not limited to:

- Maintain communication and consultation with executive director and other administrative staff in the implementation of the strategic and operational plan and in refining and implementing policies and procedures
- Develop a communication, education and marketing plan to provide information to peers, providers and the community to facilitate successful implementation of Peer Run Respite
- Organizational and community leadership, develop Memoranda of Understanding with agencies while incorporating qualities consistent with the values of Peer Run Respite
- Develop and maintain thorough and comprehensive understanding of Peer Run Respite
- Attend required trainings including but not limited to: Intentional Peer Support, Seeking Safety, SAMSHA Consumer-based Services, Evidence-based Practices Tool Kit, Crisis Prevention Institute/Professional Interventions, Utilizing Verbal Judo/Non-violent Crisis, customer service and consumer rights and grievances
- Identify activities and services to be offered and a plan for implementation
- Determine staffing requirements, interview, train, supervise, prepare work schedules and assign duties to all the staff of the Peer Run Respite
- Develop and document a process for follow-up with all guests to assess satisfaction with services and outcomes, grievances and responses and host quarterly focus groups
- Track and monitor utilization of services, barriers to receiving services, outcomes, quality assurance and report data to administrative team and the State of Wisconsin as necessary
- Evaluate Peer Run Respite staff, programs, financial stability and execution of its mission
- Secure a house, implement a strategy to have the house be ADA compliant and meet state and local regulations
- Create a welcoming, healing, homelike, supportive, non-judgmental environment
- Coordinate house maintenance and repairs and ensure adequate household supplies
- Complete initial screening of guests, wellness plan and monitor progress
- Develop a relationship with guests, supporting them in developing new skills and abilities, access the skills and abilities they have to achieve personal recovery goals, increase independence, empowerment and improve their quality of life
• Role model for recovery, inspire hope and feelings of personal safety and empowerment
• Commit to treating all clients with dignity, courtesy and respect

**Education and Experience (required)**
• Certified Peer Specialist or eligible to become certified
• Well-developed understanding of the principles of Mental Health Recovery, Empowerment, Self-Determination and Cultural Competence and a commitment to implementing these principles
• Knowledge of mental health diagnoses/conditions and substance abuse, appropriate supports and interventions
• Demonstrate ability to work with a great deal of autonomy, applying critical thinking and advanced problem solving skills, while functioning as part of a coordinated team and complying with set regulations/requirements
• Demonstrated time and workload management skills-the ability to handle multiple tasks simultaneously, meet time sensitive deadlines and organize workload
• Highly developed oral and written communication skills; attentive and active listener
• Proficient in computer skills; electronic documentation and computer-based resources
• Valid driver’s license and access to a vehicle
• Applicants must pass a caregiver background check.

**Education and Experience (preferred)**
• Master/Bachelor Degree in Social Work or related Human Services field and certification in the state of Wisconsin or at least 3 years equivalent employment experience working with people with mental health conditions
• Experience with Medicaid
• Skilled in assessments and motivational interviewing
• Demonstrated experience in senior administrative role with responsibility for multiple aspects of a program’s activities and procedures
• Experience with design and development of data collection and analysis for monitoring program outcomes and success
• Ability to speak more than one language, ideally Spanish speaking

**Benefits/Compensation:** Salary commensurate with experience, health/dental, disability insurance and generous vacation/sick, 403b.

**SOAR Case Management Services Inc. is an equal opportunity employer.** Staff diversity and cultural competence are essential elements of our service provision and our mission to help people recover on their own terms.

**Applications accepted through 7/14/14 or until a qualified candidate is hired.** Position is to be filled immediately. Please submit a resume and cover letter to:

Trina Menges, LCSW
Executive Director/Clinical Manager
SOAR Case Management Services, Inc
2025 Atwood Ave
Madison WI 53704