

Case Management Assistant

SOAR Case Management Services Inc. (SOAR), is seeking an experienced and responsive Case Management Assistant. We offer a casual and collaborative work environment nestled in Madison, WI. Your contributions as the Case Management Assistant will include:

- Provides overall health and wellness monitoring to assist the consumer and/or natural supports to identify symptoms of health conditions, monitor health medications and treatments and develop other skills that will help monitor and manage their health.
- Provides individual skill development to assist the consumer to advocate for their needs, communicate better with others, solve problems, make decisions, manage emotions, resolve conflict, develop or positively maintain a natural support system, and address any other social needs they may have.
- Provide individual and/or family psychoeducation services that include education and informational resources, emotional and social support, skills training, problem solving, and guidance related to managing their mental health and/or substance abuse condition.
- Provides wellness management and recovery support services to empower the consumer to manage their mental health and/or substance abuse condition, engage in treatment, develop goals, and teach them the knowledge and skills necessary to make informed treatment decisions.
- Provide other approved learning strategies to help the consumer to modify their experience such as: relapse prevention; development of a recovery action plan; recovery and/or resilience training; development of treatment strategies; social support building; and coping skills development.
- Attend recovery team meetings with the consumer and other team members.
- Appropriately document all contact with clients and team members in a timely manner.
- Coordinate the initial Case Manager and Intern orientation process including creating and maintaining CM training plans and onboarding schedules.
- Coordinate and track team member CCS training hours including initial orientation, annual training, HIPPA training, and Rehab Worker training.
- Coordinate CCS documentation to include processing monthly CCS supervision logs
- and following up on missing documentation.
- Reviews CCS billable vs. non-billable hours on a monthly basis and addresses concerns as needed.
- Coordinate Chapter 35 including initial orientation and training completion along with processing monthly supervision logs.
- Coordinates initial crisis stabilization orientation and training hours for team members.
- Tracks monthly PTO hours for Case Manager's and reports information to Supervisors and verifies PTO requests and approvals.
- Schedules annual review discussions for supervisors and direct reports.
- Tracks annual med consent along with yearly paperwork.
- Conducts chart audits.

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

- High School Diploma or GED is required.
- Active State Certified Peer Specialist certification is preferred; if not certified, have the ability to become a Certified Peer Specialist within 2 years of hire.

- At least 1 year of experience in the mental health field is required.
- Identify as a person with lived experience of recovery with mental health and/or substance use issues.
- Demonstrated ability to provide client care in a social service setting is required.
- Demonstrated understanding of principles of recovery.
- Demonstrated ability to communicate effectively (both orally and in writing).
- Demonstrated ability to work collaboratively with a range of personality types.
- Demonstrated ability to organize self and workload in order to handle multiple priorities.
- Demonstrated ability to perform work and meet required deadlines.
- Demonstrated attention to detail skills.
- Demonstrated ability to value recovery and recognize the importance of culturally appropriate, patient-centered, trauma-informed care.
- 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.

In exchange for your talents, SOAR offers competitive pay starting at \$16.00/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 soahr@soarcms.org, we look forward to hearing from you!

SOAR is an Equal Opportunity/Affirmative Action Employer.