

**SOAR Case Management Services, INC.** is a consumer-directed, trauma informed, wellness and recovery-oriented provider of mental health services.

As our programs at SOAR continue to grow, we are accepting applications for two part time **Information and Referral Specialists** in our **Recovery Dane** program. Recovery Dane is the non-crisis access point for mental health and AODA referrals within the Dane county system. Recovery Dane staff provides detailed, individualized information and referrals to both private and public mental health, AODA, and recovery resources.

### **Information and Referral Specialist**

Hiring 2 part time positions

\$14-\$15 hour (entry level position)

Shifts available: Monday – Friday, 8:30 am- 12:30 pm and 12:00pm – 4:00 pm

Must have own vehicle with proof of insurance and drivers license

**Position Description:** The role of the Recovery Dane Information and Referral Specialist is to connect individuals and organizations to community resources, provide advocacy and assistance navigating the referral system within Dane county.

#### **Specific Responsibilities:**

- Live answer phones, emails, faxes, and walk in for all clients.
- Respond to each client in a professional, non-judgmental and culturally-appropriate manner, providing accurate information enabling the inquirer to choose the most appropriate resource.
- Advocate for clients and assist with navigating Dane county and private pay resources.
- Complete documentation, tracking, and administration tasks
- Active and consistent update and maintenance of resources and resource database
- Develop and maintain cooperative working relationships with area service providers
- Represent SOAR and Recovery Dane at meetings, events, presentations, and trainings
- Attend and participate in all staff meetings
- Ensure uninterrupted day-to-day operations
- Manage schedule and calendar for all Recovery Dane staff
- Cover drop in resource hours at Wellness Studio
- Complete monthly tracking and billing for programs
- Other Duties as assigned

#### **Skill requirements:**

- Strong organizational skills
- Open and flexible communication skills
- Work autonomously and demonstrate strong time-management skills
- Ability to actively listen and respond to people in need
- A commitment and ability to work with people from diverse educational and cultural backgrounds.
- Respect traditions, values and/or lifestyles or cultural groups
- Effective problem solver and decision maker
- Computer proficiency: (Familiarity with) Microsoft Office Suite, Sales Force, Skype for Business, or other client management systems

Please submit resume to Kristy Strenz at [kristys@soarcms.org](mailto:kristys@soarcms.org)