



Program Manager - Solstice House Peer Respite

SOAR offers culturally responsive, trauma-informed crisis alternative care and support services to individuals in Dane County and across Wisconsin. Our mission is to promote individual and community healing by providing services that offer radically new perspectives, respect individual choice, and center the voice of lived experience.

Solstice House Peer Run Respite is a fully voluntary, community-based, non-clinical alternative to crisis care. We support adults in Wisconsin who are experiencing crisis, emotional distress, sudden upheavals, and other life-interrupting events. Guests may stay up to five nights at Solstice House and receive support while resting and relaxing in a home-like environment, connecting with peer supporters, exploring self-advocacy, and sharing in a culture of community and belonging.

We are currently seeking a full-time Program Manager with lived experience who is committed to helping foster a welcoming and affirming environment where people feel seen, heard, and valued.

The Program Manager will:

- Provide peer support to guests and warmline callers of Solstice House Peer Respite.
- Coordinate logistics of guest arrivals and departures.
- Perform general housekeeping duties of Solstice House, including cleaning, laundry, changing bedding, and taking out the garbage, as expected of all staff.
- Communicate, debrief, and provide support to other peer respite coworkers.
- Document guest information and log warmline calls in an accurate and timely manner.
- Recognize and respect the lived experience of all Solstice House guests, callers, and staff.
- Lead weekly staff meetings and staff committees alongside Peer Respite Supervisor.
- Lead peer respite staff recruitment processes, including interviews, onboarding, training, and orientation.
- Manage house operations including supply inventory, maintenance, recordkeeping & data tracking.
- Manage and periodically review the staff schedule to ensure 24/7 coverage.
- Review and approve bi-monthly timesheets for peer respite staff.
- Conduct annual performance reviews with peer respite staff.

- Collaborate with the Executive Director of Peer Services to address program needs and challenges.
- Collaborate with the Executive Director of Peer Services to create and maintain policy and procedural guides.
- Provide main on-call support, in collaboration with the Executive Director of Peer Services. Cover shifts if needed.
- Support ongoing professional development and training opportunities for peer respite staff.
- Represent and promote Solstice House at various community-based outreach events.
- Build strong relationships with local organizations and community members.
- Identify relevant collaborators and explore potential for values-aligned partnerships.
- Consult and seek support regularly from outside peer respites (WI and beyond).
- Collaborate with SOAR leadership to uplift the peer respite across the agency.
- Attend all scheduled DHS Peer Run Respite (PRR) Learning Collaborative meetings.

Program Manager required qualifications:

- Identify as a person with lived experience.
- Current CPS (Certified Peer Specialist) state certification is required.
- Ability to effectively communicate in verbal and written form.
- Strong understanding of peer support, harm reduction values, and community building.
- Advanced skills in conflict resolution, boundary setting, and interpersonal communication.
- Ability to learn and effectively utilize various technologies and communication systems.
- Must adhere to the Wisconsin Certified Peer Specialist Code of Ethics while employed by SOAR.
- Must possess a valid driver's license, insurance to meet state requirements, and access to a vehicle to use for work purposes.
- Must be able to complete a caregiver background check at hire and annually thereafter in accordance with the state and local DHS requirements.
- Must be able to respect the various communicable disease/infection precautions, considerations, and personal health decisions of other staff, clients, and peers within the organization.

Program Manager preferred qualifications:

- Past experience working as a peer support in a peer respite setting is highly preferred.
- Past experience working as a peer supporter in a crisis setting is highly preferred.
- Completed IPS (Intentional Peer Support) Core and/or Advanced training.
- Completed HVN (Hearing Voices Network) training.
- Completed Alt2Su (Alternatives to Suicide) training.
- Current CPS (Certified Peer Specialist) state certification.

- High School Diploma or GED

Program Manager physical requirements:

- Carrying
- Climbing
- Feeling
- Typing
- Grasping
- Hearing
- Lifting 25 pounds
- Reaching
- Seeing
- Sitting
- Standing
- Talking
- Walking

In exchange, the Peer Respite Supporter will receive competitive pay of \$30-\$33/hour based on experience. SOAR offers health, dental, and vision insurance, disability insurance, life insurance, an employee assistance program, 401(k) with a match, and paid time off. Learn more about SOAR by visiting [SOAR • Supporting Opportunities for Advocacy & Resilience](#).

SOAR recognizes that the advancement of its vision, mission, and core values is incomplete without explicitly acknowledging equity, diversity, and inclusion as an organizational priority. Therefore, SOAR actively seeks candidates from marginalized and underrepresented groups.

To apply, please send a cover letter and resume to opportunities@soarcms.org. We look forward to hearing from you!