

Company: SOAR Case Management Services Inc.
Position: Solstice House Assistant Program Peer Lead
Reports to: Peer Services Manager
FLSA status: Non-Exempt
Revised: October 2021

To successfully perform this job, the individual must be able to perform each essential job responsibility satisfactorily. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential job responsibilities.

General Description: The primary responsibility of this position is to provide peer support services directly with guests of Solstice House as well as serving as peer lead to the day-to-day activities and operations of Solstice House. This is a lead staff, not a supervisory position. This position reports to the SOAR Peer Services Manager who supervises all Solstice House staff. Activities and operations include facilities maintenance (or managing requests for maintenance services), staff scheduling, mentoring of new staff, support of ongoing professional development with established staff, managing expectations of ethics and boundaries within the WI Peer Specialist Code of Ethics and the SOAR employee handbook, coordinating needed supplies for the ongoing functions of Solstice House. The position, in collaboration with the Peer Services Manager, will at all times ensure that services are provided with the highest possible adherence to established and emerging best practices in peer support.

Essential Job Responsibilities:

50% Assist program lead:

- Coordinate day-to-day provision of peer support services.
- Schedule all inspections of fire and safety systems and maintain ADA compliance standards.
- Review, manage, and modify as needed the Solstice House schedule.
- Assist Peer Services Manager in training and mentoring of staff and actively communicate with Peer Services Manager for any needed supervision for self or staff. Actively utilize the WI Certified Peer Specialist Code of Ethics in training and mentoring staff. Participate on the interview team for staff recruitment.
- Support and foster the ongoing professional development of the Solstice House team.
- Manage the accuracy and timeliness of data entry for Solstice House/Warmline data points.
- Coordinate guest feedback processes related to satisfaction, outcomes, etc.
- Review and ensure daily and weekly checklists related to general house maintenance including cleaning, laundry, guest rooms, etc. are completed timely and accurately.
- Maintain supply inventory to ensure the ongoing operation of Solstice House, shop or order supplies as needed (e.g., pantry staples, cleaning supplies, toilet paper, etc.).

- Co-lead at least twice per month staff meetings with Peer Services Manager.
- Communicate at least weekly with Peer Services Manager with any questions, concerns, success, and needs for Solstice House staff, physical space, and/or policy updates.
- Collaborate with Peer Services Manger to create innovative options for peer support, employee development, supervision needs, and training provision/updates.
- Create or maintain a work culture that ensures that Solstice House is a sanctuary for staff and guests at all times. Elements of this environment include supplies, resources, and space to engage in a safe, stable, healing experience with clear boundaries for maintaining the sanctuary of the space. At all times, guest choice will be respected, and support will be delivered within the culture and values of each individual unless it interferes with another guest's experience.

45% Provide peer support provision to guests and Warmline callers:

- Provide recovery-oriented, person-centered peer support to guests and warmline callers.
- Serve as a peer to guests and callers, utilizing active listening skills, providing encouragement and support as defined by the guest or caller, utilizing your own lived experience in a way that benefits the guest or caller.
- If the guest or caller requests information or resources, provide up-to-date resources to the best of your knowledge or explore resource options in partnership with the guest or caller.
- Coordinate the logistics of guest arrival including pre-arrival guest screening, orientation, community referrals (with guest invitation), and Covid health screening.
- Coordinate the logistics of guest departure including departure planning, follow up evaluation/feedback, and preparing space for a new guest.
- Accurate and timely completion of documentation of warmline calls and guest data.
- Assist guests in creating wellness/recovery vision and/or plans, attending SOAR groups when appropriate and chosen by the guest, and considering natural supports within their community. Actively explore ongoing support or wellness activities with guests as they plan the transition back to their home and community.
- Serve as backup and rotating on-call to support Solstice House staff and at times, shift coverage if no coverage can be found, last resort coverage.

5% Attend and contribute to regularly scheduled meetings at SOAR, the Peer Run Respite Learning Community, and/or the WI Certified Peer Specialist community:

- Attend and actively participate in the scheduled Peer Run Respite (PRR) Learning Community meetings. This may include hosting PRR staff trainings or support groups within the statewide PRR community.
- Attend and actively participate in the WI Certified Peer Specialist supervisor's community of practice meetings.

- If requested, provide public speaking events, education, and marketing for Solstice House and/or the PRR model. Work with the Peer Services Manager on development of PRR events.

Required Skills and Competencies:

- High School Diploma or GED is preferred.
- Current State Certified Peer Specialist certification is required and must be maintained during the course of employment.
- Possess personal live experience that translates to a deep understanding of peer support and ethical standards as well as the ability to share that understanding with staff is required.
- Demonstrated ability to provide peer support within a program setting is preferred.
- Leadership ability in a professional peer role is highly preferred.
- Ability to effectively communicate both verbally and in writing.
- Strong interpersonal skills including coaching, giving feedback, and team building.
- Ability to develop and maintain appropriate peer relationship that embody trust, hope, empowerment, and recovery.
- Ability to use technology to track, plan, and report on activities of Solstice House.
- Serve as a living example of recovery and healthy boundaries.
- Ability to cover shifts as necessary to ensure the ongoing operation of Solstice House.
- Must be able to successfully pass a Wisconsin Caregiver Background Check and DMV check at hire and annually thereafter in accordance with the state and local requirements.
- Must be able to successfully pass a DMV check at hire and annually thereafter
- Full vaccination status for COVID-19 is preferred.

Physical Demands and Work Environment:

Physical:

<input checked="" type="checkbox"/> Balancing	<input type="checkbox"/> Feeling	<input checked="" type="checkbox"/> Lifting: 20#s	<input type="checkbox"/> Smelling	Seeing:
<input checked="" type="checkbox"/> Carrying	<input checked="" type="checkbox"/> Typing	<input type="checkbox"/> Pulling	<input type="checkbox"/> Tasting	<input checked="" type="checkbox"/> Close
<input type="checkbox"/> Climbing	<input checked="" type="checkbox"/> Grasping	<input checked="" type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Talking	<input checked="" type="checkbox"/> Far
<input type="checkbox"/> Crawling	<input checked="" type="checkbox"/> Hearing	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking	<input checked="" type="checkbox"/> Color
<input type="checkbox"/> Crouching	<input type="checkbox"/> Kneeling	<input type="checkbox"/> Stooping	<input checked="" type="checkbox"/> Other: Bending, Reaching	<input type="checkbox"/> Depth

Environmental:

<input type="checkbox"/> Airborne Particles	<input type="checkbox"/> Fumes	<input type="checkbox"/> Odors	<input type="checkbox"/> Weather
<input type="checkbox"/> Caustics	<input type="checkbox"/> High Places	<input type="checkbox"/> Temperature	<input type="checkbox"/> Other:
<input type="checkbox"/> Chemicals	<input type="checkbox"/> Moving Parts	<input type="checkbox"/> Toxicants	<input type="checkbox"/>

<input type="checkbox"/> Electrical Current	<input type="checkbox"/> Muscular Strain	<input type="checkbox"/> Vibration	<input type="checkbox"/>
<input type="checkbox"/> Explosives	<input checked="" type="checkbox"/> Noise	<input checked="" type="checkbox"/> Vision Strain	<input type="checkbox"/>

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this position. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.