



<b>Job Title:</b>	CARES Warm-line Manager		
<b>Location:</b>	Atlanta Metro Area	<b>Travel Required:</b>	Yes
<b>Level/Salary Range:</b>	Dependent upon experience	<b>Position Type:</b>	Full-Time (40 hours/week)
<b>Will Train Applicant(s):</b>	Current Organizational Commitments	<b>Posting Expires:</b>	

**Interested person, please send resume and cover letter to:**

**Fax or E-mail:**

678-701-1727

[joyce@gasubstanceabuse.org](mailto:joyce@gasubstanceabuse.org)

**Mail:**

Joyce Jordan, Administration Operations Director  
 Georgia Council on Substance Abuse  
 100 Edgewood Ave., Suite 1005  
 Atlanta, GA 30303

*Georgia Council on Substance Abuse (GCSA) is a non-profit organization with the mission to increase the impact of substance use recovery in Georgia's communities through education, advocacy and training. We educate, advocate and create safe and empowering spaces that support the dignity and value of what's right and what's working with individuals, communities and systems. GCSA offers a highly attractive compensation package that includes competitive wages, paid holidays, and vacation time.*

**Job Purpose:** Responsible for scheduling and coordination of services for five Certified Recovery Empowerment Specialists (CARES) providing warm-line peer support to persons seeking or in recovery, and/or family members, friends, and allies who call for support. Two of the individual responders on the warm-line will work full-time (40 hours) on-site at the GCSA home office and three will work part-time (up to 30 hours) remotely. Build relationships with partners and stakeholders to identify resources and recovery supports throughout Georgia. Provide individual and group training and performance management for the CARES responding to warm-line calls and ensure the principles and values of recovery and GCSA are upheld in all aspects of services provided to individuals, family members, friends, and allies. A valid driver's license, vehicle insurance, and reliable vehicle are required.

**Duties:**

- Manage and oversee all aspects of the CARES responding to warm-line calls.
- Schedule CARES providing warm-line services.
- Provide one-on-one and group performance support to CARES responding to warm-line calls.
- Outreach to the community to promote and market the GCSA CARES warm-line.
- Collaborate with community-based service providers.
- Coordinate ongoing training and support for CARES responding to warm-line calls.
- Monitor boundary management and make necessary adjustments.
- Responsible for evaluation, data tracking, report writing and record keeping.
- Respond to warm-line calls when necessary.
- Some travel required.
- Other duties as required.

**Qualifications:**

- Active Certified Addiction Recovery Empowerment Specialist (CARES) certification.
- CPS-AD certification indicating passing grade on CARES Exam preferred.
- Proficiency in providing peer support and recovery coaching.
- Experience with the addiction recovery process and principles of a recovery-oriented system of care.
- Experience with program management.
- Capacity to provide performance support for multiple CARES.
- Experience with staff supervision.
- Proven relationship building abilities.
- Familiarity with recovery community, services, and resources.
- Understanding of and ability to maintain appropriate boundaries.
- Cultural competency skills and experience with culturally diverse populations.
- Strong customer service ethic.
- Demonstrated excellence in written and oral communication skills.
- Intermediate computer skills with Microsoft Office Suite.
- Ability to develop and manage skills preferred.
- Experience working on or managing a telephone support line preferred.

**Education:**

- Bachelor's in human services or equivalent experience degree required.