



<b>Job Title:</b>	CARES Warm-line Peer Support Specialist		
<b>Location:</b>	Atlanta, GA and remote locations*	<b>Travel Required:</b>	Yes
<b>Level/Salary Range:</b>	Dependent upon Experience	<b>Position Type*:</b>	2 full time (40 hours per week) 3 Part Time (Up to 30 hours per week)
<b>Will Train Applicant(s):</b>	Current Organizational Commitments	<b>Posting Expires:</b>	

Interested persons, please send Resume and Cover Letter to:

**Fax or E-mail:**

678-701-1727

joyce@gasubstanceabuse.org

**Mail:**

Joyce Jordan, Administrative Ops 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:**

This person will be responsible for providing telephone peer support to individuals experiencing challenges with opioid use, or use or misuse of other substances. Provide support to families, friends and allies who call, uphold the principles and values of recovery and GCSA in all aspects of services provided, and provide connections to local recovery communities as appropriate and linkages to treatment and recovery support services when requested.

**Duties:**

- Provide telephone peer support to persons experiencing challenges with substance use who call the CARES Warm-line and supportive care to families, friends, and allies calling.
- Effectively communicate appropriate resources, supports and services to those calling as they request this information.
- Share information about community-based recovery services, treatment services, and other provider organizations when requested to do so.
- Provide support and education about the recovery process to families, friends, allies and others who call.
- Respond calmly and responsibly to crises and make warm hand-offs to the Georgia Crisis and Access Line as needed.
- Observe boundary management guidance and make adjustments as needed or recommended.
- Research supports and services available across Georgia for individuals who are using or misusing substances and to their families, friends and allies.
- Collect data as required.
- Keep and maintain accurate and comprehensive records and write reports.
- Other duties as required.

\* GCSA will be hiring two full time CARES to provide these services at the GCSA Site in metro Atlanta and three part time CARES who will work remotely and provide these services as needed.

**Qualifications:**

- Active Certified Addiction Recovery Empowerment Specialist (CARES) certification.
- CPS-AD certification indicating passing grade on CARES Exam preferred.
- Demonstrated skill in actively listening, asking good questions, awareness of self and treating people as resources.
- Experience providing peer support.
- Experience with the addiction recovery process and principles of a recovery-oriented system of care.
- Ability to treat all callers with dignity and respect
- Understanding of medication-assisted recovery and practices.
- Ability to remain steady when faced with crises.
- Demonstrated ability to build effective peer support relationships.
- Understanding of and ability to maintain appropriate boundaries.
- Cultural competency skills and experience with culturally diverse populations.
- Strong customer service ethic.
- Ability to provide accurate documentation and written reports.
- Ability to use Microsoft Office Suite.
- Experience working with the principles and practices of Intentional Peer Support preferred. What is this?  
Can someone have this experience without going through a specific program?
- Ability to speak publicly preferred.