

Job Title:	CARES Warmline Peer Support Specialist		
Location:	Remote	Travel:	Some
Level/Salary:	\$39,000/year	Position Type:	Non-Exempt, Full-time – 40 hrs/week
Submit application:	https://form.jotform.com/201104623717142	Questions :	Jill@gasubstanceabuse.org

Georgia Council for Recovery (GC4R) is a non-profit organization with the mission to increase the impact of substance use recovery in Georgia's communities through education, advocacy, training, and direct peer services. 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. GC4R offers a highly attractive compensation package that includes competitive wages, paid holidays, wellness days, paid time off, healthcare options, and more.

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 PEER SUPPORT.** 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. Respond calmly and responsibly to crises and make warm hand-offs to the Georgia Crisis and Access Line as needed. Manage boundaries in relationships and make adjustments in accordance with guidance provided by team leadership.
- **SUPPORT FAMILIES, FRIENDS, AND ALLIES.** Provide support and education about the recovery process to families, friends, allies and others who call. Effectively communicate appropriate resources, supports and services to those calling as they request this information. Manage boundaries in relationships and make adjustments in accordance with guidance provided by team leadership.
- **DEVELOP RELATIONSHIPS WITH COMMUNITY RESOURCES.** Develop and sustain relationships with community resources, supports and services for the persons calling the Warm Line experiencing challenges with substance use or misuse and the families, friends and allies of those persons.
- **DEVELOP AND SUSTAIN COLLABORATIVE RELATIONSHIPS WITH COMMUNITY PARTNERS.** Maintain strong collaborative relationships with all community-based recovery supports and service providers. Honor professional boundaries with these individuals. Provide education about the recovery process to all community-based recovery supports and service providers.

- **RECORD ENCOUNTERS AND ACTIVITIES.** Keep and maintain accurate and comprehensive records in accordance with guidance provided by team leadership.
- **TRAVEL.** Some travel required, primarily to community-based recovery supports and service providers and others identified for outreach and promotional opportunities. Some travel also required for quarterly GC4R All Staff Events.
- Other duties as required.

Qualifications:

- Active Certified Addiction Recovery Empowerment Specialist (CARES) certification.
- CPS-AD certification indicating passing grade on CARES Exam preferred.
- **COVID-19 vaccine required – must show proof of CDC vaccine card**
- 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.
- Ability to speak publicly preferred.

Physical Requirements:

- Ability to sit down for long periods of time (up to 8 hours).
- Ability to talk on the phone for long periods of time (up to 8 hours).
- Looking at computer screen for long periods of time (up to 8 hours).
- Ability to work from home in a safe, confidential environment.
- Ability to travel as needed.

Education Requirements:

- High school diploma or GED.

