



CARE | Divisional Unit

2310 First St. | Suite 2
Tillamook, Oregon 97141
Office: 503-842-5261 Fax: 855-631-4261
www.careinc.org

Houseless Peer Programs Manager

Location: Tillamook

Type: Full Time / Salary Exempt + benefits

CARE Inc is a Non-Profit agency that offers peer recovery support, and uses non-clinical, peer-based activities to support individuals to help make the life changes necessary to recover from mental health and substance abuse disorder conditions.

JOB DESCRIPTION

The Houseless Peer Programs Manager will oversee CARE programs related to houseless response including shelter programs and peer support. This position will provide ongoing reflective, clinical, and administrative supervision to the staff running houseless response programs. This position will also be responsible for conducting outreach throughout Tillamook County and work with community partners to expand the impact of the CARE houseless response programs. The position will be responsible for overall program budget management and development. This position is part of the executive leadership team at CARE and works closely with other managers and the executive director to make the mission and vision of CARE a reality. Provide oversight of the peer support program and report accordingly to the ED and the board. Assist in the development of peer-led drop-in programs provided by CARE Inc.

POSITION OBJECTIVE

The Houseless Peer Programs Manager is the member of the CARE management team responsible for the houseless response and peer support programs. Provides ongoing training and support for staff and the management team along with both direct and indirect support services to clients.

Essential Duties & Responsibilities:

- Directly supervise and work closely with homeless response staff to provide leadership and ensure program compliance.
- Oversee daily operation and long-term development of the shelter program.
- Oversee daily operation and long-term development of the peer support staff and program.
- Manage program budget development and expenditures and communications with leadership team and Executive Director on adjustments as needed.
- With the Executive Director, finance team, manage the CARE peer support budget and ensure the service is run as cost-effectively as possible.



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- Promote understanding of the principles and practice of Peer Support and peer run services amongst staff and service users, both within CARE and to outside agencies
- Provide high quality management to the Peer Support Staff, including regular supervision, performance management, meaningful support and development opportunities.
- Work closely with team members to ensure the service is marketed to the appropriate audiences in an accessible, compelling way that reflects CARE's values.
- Manage the service to ensure targets are consistently achieved and that clear action plans are developed and implemented to address areas of under-performance.
- Oversee the safe delivery of CARE's Peer Support Program for all those actively involved, including staff members, volunteers, and service users.
- Ensure good communication and liaison with community partners.
- Oversee the recruitment of people with lived experience to act as Peer Support Specialists, ensuring that appropriate levels of Peer Support Specialists are maintained.
- Provide guidance and regular and flexible support to enable Peer Support Specialists to effectively undertake their roles. This includes the provision of individual and group supervision opportunities.
- Work effectively with Peer Support Specialists to ensure challenging issues to be dealt with effectively, including being the main point of contact for CARE's Peer Support Specialists in matters of urgency.
- Constantly monitor the effectiveness of peer support in managing the mental wellbeing of clients and volunteers, including through the regular use of outcome measurement tools. Constantly seeking best practice within the wider field and implementing changes as necessary.
- Actively participate in CARE's referral and intake process ensuring Peer Support is seen as an integral social care intervention for the benefit of the peer.
- Ensure the co-ordination of and effective administration of Peer Support Trainings
- Maintain and produce records and statistics and initiate appropriate research to enable the peer support programs to be effectively monitored and evaluated.
- Lead in the development of procedures and guidelines as they relate to Peer Support.
- Work with peers to identify wellness and recovery goals. Assist peers in creating a wellness plan that identifies the individual's self-determined goals, as well as specific objectives to carry out these goals.



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- Exemplifies recovery principles to show by example that recovery is possible and attainable. Share their own recovery story as appropriate and walk the road of recovery alongside the service recipient.
- Work to increase the level of cultural sensitivity, awareness, and competency regarding Person Centered and Peer Delivered Services.
- Educate and advocate for the values and principles of the Recovery model.
- Lead by example and behave in a manner that exemplifies what recovery and CARE stands for. (Including language, and tone of voice)
- Able to travel, sometimes daily in the local region.

- Provide supportive services in a culturally responsive, empowering, and non-judgmental manner.
- Facilitate the development of recovery skills among assigned participants as a member of the CARE support team. Serve as a mentor/role model demonstrating competency in recovery, effective coping skills and self-help strategies for our peers.
- Serve as a participant advocate, provide participant information, and support participants during emergencies and in outpatient, inpatient and mental health diversion settings.
- Function as Peer Support Specialist for assigned cases.
- Assist participants in articulating personal goals for recovery.
- Assist participants in determining their treatment objectives.
- Teach and support acquisition and utilization of skills needed to facilitate individual recovery.
- Promote the knowledge of available service options and choices.
- Observe the progress participants make toward meeting objectives.
- Maintain a caseload of no more than 20 peers.
- Develop and conduct recovery action planning in collaboration with housing specialists and other relevant service providers (internal or external). Educate and engage individuals in the recovery process to recognize early triggers, signs of relapse, and use of individual coping strategies.
- Assist with teaching independent living skills such as accessing public transportation options, cooking, cleaning, accessing, and maintaining stable housing, personal finances, etc. Recommend and make referrals to programs for instruction on life skills, livelihood skills and workplace readiness skills necessary for successful reintegration into family life, the work force and the community. May instruct participants in group settings, individually or in their homes as appropriate.
- Monitor and keep case records on clients and report progress to case managers and supervisors; participate in well checks, retention calls, and other check-ins as assigned.



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- Maintain accurate and appropriate records in accordance with local, state, and federal laws and accreditation guidelines. Assure that all work is properly documented in participant records, or as required.
- Perform quality assurance activities as assigned.
- Ensure all services provided comply with professional standards, local, state and federal regulations and CARE's policies and procedures. Understand and follow all applicable policies and procedures including those regarding confidentiality and HIPAA regulations.
- Participate in and support CARE's fundraising activities as assigned.
- Work in accordance with CARE's objectives and values.
- Data oversight/coordination and training for new and existing programs
- General program support
- Maintain program policies and procedures.
- Perform other related duties as assigned.

Responsibilities:

- Participate in and actively contribute to individual supervision, training and team meetings as required.
- Promote the work of CARE, and positive understanding, awareness and attitudes towards mental health and addictions.
- Work at all times to promote equality, equity, diversity and individual rights.
- Work alongside and ensure active peers participate in all aspects of work.
- Serve On-call as necessary.

QUALIFICATIONS

- High School diploma or G.E.D. equivalent
- CADAC 1 certified
- Computer skills (Microsoft suite)
- Must have reliable transportation, valid driver's license, and current insurance.
- Must have at least two years of recovery / sobriety.
- Must sign a non-disclosure agreement.



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- Active in the Tillamook County community is a plus.

Please send cover letter and resume to sangerbauer@careinc.org

CARE Inc

**Attn: Sandra Angerbauer
2310 First Street / Suite 2
Tillamook, Oregon 97141
503.842.5261 Ext 501**

Job Location: Tillamook, Oregon, United States

Position Type: Full-Time \$65,000 to \$85,000, medical / dental / retirement offered after 90 day probationary.

CARE Inc. is an EOE.