



JOB TITLE: Peer Warmline Specialist
DEPARTMENT: MiCAL
CLASSIFICATION: Non-Exempt

REVISED: 8/22

POSITION DESCRIPTION

SUMMARY:

Peer Warmline Specialists are fully remote staff who provide peer support via phone call, online chat, and text message all while working 100% remote. The Peer Warmline is a service of the Michigan Integrated Crisis and Access Line (MiCAL) initiative which provides Michiganders across the state the ability to access behavioral health services while in crisis. Peer Warmline Specialists must be a Michigan Department of Health and Human Services (MDHHS) Certified Peer Support Specialist. Peer Warmline Specialists report directly to Peer Warmline Supervisors. The Peer Warmline operates from 10 am – 2 am, seven days a week.

ESSENTIAL JOB FUNCTIONS:

- Understand and apply key principles of peer support during communications with people served
- Use crisis call protocol to connect a caller to the MiCAL crisis line as needed and approved by supervisor
- Utilize active and empathic listening skills
- Attend MDHHS peer trainings to develop new skills as approved by the MiCAL Operation Assistant
- Always implement cultural and trauma-informed services
- Work with diverse populations and accept differences in perspective and values
- Apply a strength-based approach to the people served
- Support callers to develop their own coping skills and wellness plans
- Work effectively while remote
- Maintain up to date records on all encounter reports
- Provide concurrent documentation for each person served
- Participate in required monthly team meetings
- Participate in required monthly individual supervision meetings
- Participate in as needed debriefing sessions provided by Peer Warmline Supervisors
- Log into all necessary online platforms at least 5 minutes before shift
- Review and respond to email communications in a timely manner
- Perform other job-related duties as assigned

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to practice confidentiality: must not share personal information of callers except with Peer Warmline teammates, supervisors, and manager on an as-needed basis
- Continuous maintenance of one's own recovery and self-care
- Demonstrated professional integrity
- Knowledge of recovery and trauma-informed care in behavioral healthcare
- De-escalation techniques, motivational interviewing, and collaborative problem-solving skills
- Online chat, text-messaging, social media, and internet-based technologies (expert level preferred)
- Intermediate skill level in typing, entering data, filing efficiently and operating office equipment
- Strong critical thinking and decision-making skills
- Proficiency in relevant software and applications (i.e. Microsoft Word, Teams, Excel, PowerPoint, and Outlook)
- Understanding and following both verbal and written instructions
- Communicating effectively; both verbally and in writing
- Working mostly independently but also as part of a team
- Relating to a diverse population which includes a variety of age, economic and educational backgrounds
- Superior customer service skills



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REQUIRED EDUCATION AND EXPERIENCE:

- High School diploma or equivalent
- Michigan Department of Health and Human Services (MDHHS) Certified Peer Support Specialist
- Minimum 1-year paid work experience in a peer support role
- Successful completion of Customer Relationship Management (CRM) system training and Peer Warmline Orientation training upon hire

ENVIRONMENTAL WORKING REQUIREMENTS:

All Peer Warmline Specialists are required to have a private, at-home office environment free from distractions and conducive to handling sensitive calls/texts/chats. The job requires exposure to computer screen(s). Common Ground will provide essential equipment such as laptops. Assignments may require work to be done on an individual basis or in virtual teams with members at various staffing levels.

There are specific pre-requisite home internet requirements for this position. Common Ground will not cover the cost of home internet. ***A minimum internet speed of 45 Mbps (Megabits per second) download and 7 Mbps upload is required. In addition, home internet must have a latency (PING) of less than 100 MS.*** A hard-wired (coax or fiber cable) connection is recommended, but not required. Internet tests are a required part of the screening process for this position. An internet speed test result that meets or exceeds the minimum standards as outlined above is required before the employment start date.

All Peer Warmline Specialists must be permanent, year-round residents of Michigan.

OTHER REQUIREMENTS:

Hours may vary from time to time—flexible schedule required; Adhere to established Quality Improvement indicators; All electronic and hard copy documentation must be complete, accurate and signed at the end of each shift; Focus on strengths and needs of the person/families served.

Common Ground is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

The agency may in its sole discretion fill this position on a full-time, part-time, or contingent basis with the individual best fit to perform the essential functions of the job. The above statements describe the general nature and level of work performed by employees assigned to the title. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Employees in this title are subject to a background check.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

Employee Signature _____ Date _____