



**JOB TITLE: Peer Warmline Supervisor**  
**DEPARTMENT: MiCAL**  
**CLASSIFICATION: Non-exempt**

**REVISED: 4/2023**

## **POSITION DESCRIPTION**

### **SUMMARY:**

Peer Warmline Supervisors are fully remote employees who provide leadership and support to Common Ground's Peer Warmline Specialists, all while working 100% remote. The Peer Warmline is a component of the Michigan Integrated Crisis and Access Line (MiCAL) initiative which provides Michiganders across the state the ability to access peer support via phone call, online chat, and text message. This position requires either a Michigan Certified Peer Support Specialist or Michigan Certified Recovery Coach certification. The Peer Warmline Supervisor reports directly to the Peer Warmline Manager. The Peer Warmline operates from 10 am – 2 am, seven days a week.

### **ESSENTIAL JOB FUNCTIONS:**

- Responsible for daily functioning of the line while on shift
- Collaborate with and respond to all communication from management
- Engage in scheduling activities including awareness of staffing and proactivity in ensuring adequate coverage
- Debrief with all Peer Warmline Specialists at the end of each shift
- Review supervisor's dashboard and respond to emails at the start of each shift
- Utilize data collection to enhance staffing and operations
- Implement policies, procedures, and protocols for the Peer Warmline
- Coordinate and conduct training of new hires
- Respond to team questions and inquiries
- Assure that monitoring of calls as well as training and supervision is occurring
- Respond to and document incoming Peer Warmline calls/chats/texts when volume of calls is high
- Understand and apply key principles of Peer Support during Peer Warmline calls/chats/texts such as empowerment, hope, recovery, people first language and other principles
- Use crisis call protocol to connect individuals served to the MiCAL crisis line if needed
- Utilize active and empathic listening skills
- Assure that trauma-informed services are followed
- Work with diverse populations and accept differences in perspective and values
- Apply a trauma informed strength-based approach to supervision
- Support callers to develop coping skills and wellness plans
- Able to work effectively remotely
- Ensure concurrent documentation occurs for each person served
- Provide resource referrals as needed to the team
- Conduct virtual team meetings
- Provide support to the Peer Warmline Specialists
- Be logged into all necessary online platforms at least 5 minutes before shift

### **RELATED JOB FUNCTIONS:**

- Partner with MiCAL Shift Supervisors to aid in the continuous improvement of the Peer Warmline service
- Perform other related job duties as needed

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to practice confidentiality: must not share personal information of callers except with Peer Warmline



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teammates & supervisors on an as-needed basis

- Maintenance of one's own recovery and self-care
- Demonstrated professional integrity
- Attend MDHHS peer trainings to develop new skills and implement promising and best practices
- Knowledge of recovery oriented 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
- Applying the dynamics of the crisis intervention model and engage in problem-solving process
- Strong interpersonal and leadership skills
- Ability to conduct basic troubleshooting with technology as needed
- Caplan Model of Crisis Intervention (preferred)

**REQUIRED EDUCATION AND EXPERIENCE:**

- High School diploma or equivalent
- Must be a Michigan Department of Health and Human Services (MDHHS) Certified Peer Support Specialist or dually certified as an MDHHS Peer Recovery Coach
- Minimum 2 years of paid Peer Support experience in a MDHHS Peer Support Specialist Role
- Successful completion of Customer Relationship Management (CRM) system training and Peer Warmline training upon hire
- Minimum 1 year of Supervisory experience (preferred)

**ENVIRONMENTAL WORKING REQUIREMENTS:**

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



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The agency may in its sole discretion fill this position on a full-time or part-time 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.

Common Ground is an equal opportunity employer and affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.

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Employee Signature

Date