

Illinois Warm Line

Wellness Support Specialist

Location: Work from Home

Work Hours: Monday – Saturday 8:00am-8:00pm (Full or Part Time, shifts will vary)

Qualifications and Skills:

The ideal candidate will have a strong foundation in their own recovery and be able to share that experience with others using effective disclosure. Additional qualifications include:

- High School Diploma or GED
- Certified Recovery Support Specialist (CRSS) credential status is currently active or able to be obtained within two (2) years of employment
- Minimum of six (6) months' experience working within the human services field
- Proficient computer skills with working knowledge of Microsoft Office and Outlook
- Working knowledge of the Illinois system of care, including Medicaid and Medicare services, social services, and options for individuals with no healthcare coverage
- Effective communication skills, both written and oral, and the ability to set and maintain boundaries using trauma-informed principles and approaches
- A broad understanding of recovery principles and application along the continuum of recovery with a commitment to person-centered empowerment, culturally competent services, and a nonjudgmental approach
- Ability to work independently in an organized, efficient, and productive manner
- Capacity to multitask and complete projects collaboratively with team members
- Must have reliable internet service to work from home
- Must be able to ensure confidentiality of callers and secure storage of computer equipment

Job Summary:

- Provide wellness and recovery education and emotional support on the Illinois Warm Line for diverse populations across the state of Illinois in a private location to ensure the confidentiality of the caller
- Use person-centered, strength-based, culturally and trauma-informed approaches to empower individuals to define and pursue their own recovery and wellness goals
- Connect callers with resources and provide education on self-advocacy and shared/supported decision making
- Display recovery-focused attributes in interactions with others both internally within the company and externally with clients, providers, and community members
- Apply conversational and professional de-escalation techniques comfortably, seeking support when needed to determine warm transfers and interventions
- Log and document all calls; follow workflows provided
- Demonstrate competency in the domains of the Certified Recovery Support Specialist (CRSS) credential and comply with its code of ethics

To Apply: Email resume to IL_WarmLine@carelon.com