



## **Wellness and Recovery Shift Lead**

- Location:** Remote (Must live in Illinois)
- Shift Schedule:** Tuesday through Saturday, 11:00a – 8:00p
- Starting Payrate:** \$27 per hour, non-exempt
- General Summary:** The Shift Lead is responsible for providing support for staff and operations conducted telephonically over the Illinois Warm Line.

### **Position Responsibilities:**

In addition to providing direct support to callers, the Shift Lead under the direction of the Team Lead and the Manager of Wellness & Recovery Operations, will:

- Support the team to ensure all aspects of calls, documentation, and follow up are completed to standards
- Monitor work and call queues; adapt daily shift coverage
- Provide oversight and support for team and call operations
- Facilitate policy implementation and maintenance
- Identify resources and tools to improve program effectiveness and quality
- Work collaboratively with teams and leadership in pursuit of person centric holistic approaches
- Serve on the crisis call support team to ensure crisis calls are person-centered and collaborative
- Provide technical support to ensure software/hardware challenges are resolved in a timely manner
- Document operational challenges & opportunities associated with approaches and protocols
- Travel occasionally to Springfield office and throughout Illinois

### **Position Requirements:**

- High School Degree (or equivalent) required.
- State issued automobile operating license
- Certified Recovery Support Specialist (CRSS) Credential
- Illinois residency
- Three years' experience performing recovery support services, progressive responsibility in or towards leadership, familiarity navigating the behavioral health system, established knowledge of and work experience with the Medicaid affiliated population desirable.

### **Knowledge, Skills and Abilities**

- Proficient in peer recovery principles, practices, core values, and competencies
- Proficient software and hardware technology skills and the ability to quickly learn new systems
- Prior experience in a recovery-based leadership role preferred
- Prior call center experience preferred
- Prior experience working collaboratively with the Divisions of Mental Health and/or Substance Use Prevention and Recovery preferred

*Comprehensive healthcare benefits package offered. Paid time off included.*

**To be considered for this role, email your resume and cover letter to:** [IL\\_WarmLine@carelon.com](mailto:IL_WarmLine@carelon.com)