



Job Title:	Support Services Manager	Department:	Programs & Activities
Primary Responsibility:	Supervision and Team Lead for Peer Supports	Classification	Full-Time, 40hrs.
Reports To:	Center Director	Schedule:	Tuesday and Wednesday 8am- 4:30 pm, Thursday and Friday 11:30 – 7:30 pm Saturday 7:30 to 4pm.
Pay	Salaried , Pay Grade Tier 4		

Center for Health, Empowerment, Employment and Recovery Services (CHEEERS) is currently accepting applications for a Behavioral Health Technician to serve as one of our Support Services Manager’s to provide daily supervision and support services to individuals enrolled in our Consumer Operated Program serving adults with serious mental illness. Candidates must have lived experience and knowledge of recovery in a broad sense and value the practice of Peer Support Models in the recovery continuum.

CHEEERS Inc. is a nonprofit organization that has been serving the community for over 30 years. We specialize in serving individuals in recovery from mental health and/or substance abuse challenges. As a “Peer Run and Peer Driven” organization, our staff is able to personally relate to the unique challenges that come with beginning and sustaining recovery from mental health and substance abuse challenges. This allows us to help individuals recognize their immediate and long-term needs and empower them to establish a self-directed plan of care to meet those needs. If you value empowerment, accountability, compassion and service; and you seek to apply both your personal and professional skills to help others experience the gift of recovery, you are invited to apply.

Primary Responsibilities:

- Provide supervision and support to those responsible for providing individual and group interventions as outlined in the member’s recovery plan.
- Monitor daily activities and services at CHEEERS Recovery Center, ensuring that services are provided in a manner consistent with the Peer Model.
- Provide face to face intervention and or prevention as needed to avert, or in response to, crisis or emergencies.
- Monitor and help assigned team of peer supports to assess individual strengths, progress and needs of member’s and generate monthly reports for the review of the member’s clinical team.
- Develop and maintain effective working relationships with community agencies, case managers, clinical teams, and family members to assist in the coordination of care
- Assist team members to document all services provided and ensure accurate record keeping according to policy and standards.
- Actively engage and support program participants on a daily basis to reach their recovery goals through matching the services being provided at CHEEERS with the participants’ desires as reflected in their individualized recovery plan.
- Facilitate skills/processing groups as needed
- Assist assigned team members to prepare materials, in advance, for assigned groups/activities outlined in CHEEERS Programs Schedule and promote participation. Work well as an integral part of the CHEEERS team, fostering an atmosphere of unity and teamwork.
- Track and monitor productivity of assigned team members.
- Demonstrate a commitment to cultural competency by interacting effectively and comfortably with people from different cultures and backgrounds

1950 West Heatherbrae Drive, Suite 7, Phoenix, AZ 85015

Phone: (602)246-7607 - Fax: (602)396-7389

www.cheers.org



- Properly handle all information (written or verbal) of a private and confidential nature on a daily basis in compliance with all aspects of HIPAA regulations.
- Attend and participate in trainings and meetings as required.
- Abide by CHEEERS Policy and Procedure Manual.

Qualifications:

- Must qualify as a BHT with specific experience and knowledge of co-occurring disorders
 - Behavioral Health Technician (BHT) based on the following criteria with experience in the field of co-occurring disorders (2 yrs. preferred):
 - Have 5 plus years in behavioral health with supervisory experience and education to meet credentialing requirements of BHT.
 - Have a Master's Degree or Bachelor's Degree in a field related to Behavioral Health.
 - Have a Bachelor's Degree in a non-related field and at least one year of full-time Behavioral Health work experience.
 - Bilingual preferred but not required

Must be available to work evenings and weekends:

Scheduled Shift is: Tuesday and Wednesday 8am- 4:30 pm, Thursday and Friday 11:30 – 7:30 pm and Saturday 7:30 to 4pm. Must demonstrate regular and consistent attendance to ensure adequate supervision during all hours of operation and timely opening and closing of the facility.

Location:

**1950 W. Heatherbrae Dr. Suite 5
Phoenix, Arizona 85015**

Those interested in applying are encouraged to send a cover letter expressing your interest and qualifications, along with a resume via Fax: (602) 424-6241 Or Email: Chastity.robinson@cheeers.org

Internal Candidates should submit updated resume and cover letter to Chastity.robinson@cheeers.org

CHEEERS is an equal employment opportunity employer. It is our policy to make employment decisions without regard to race, color, religion, gender, sexual orientation, national origin, citizenship, age, veteran status, or disability. Applicants requiring reasonable accommodation in the application and/or interview process should notify a representative of the organization.