

JOB SUMMARY: Working under the direction of the Director of Recovery Management Services, The Recovery Coach provides support and direction to clients.

ESSENTIAL FUNCTIONS:

- Engage with clients identified with SUD referred by Director of Recovery Management Services
- Serves as a liaison between the recovery community, the addiction treatment system, the medical treatment system, and the client's community, family, and social context to facilitate connections across systems of care
- Works collaboratively with treatment team to implement evidence-based services to clients with SUD
- Addresses barriers to successful recovery and serves as role model and advocate
- Conducts active outreach efforts to encourage attendance and participation in recovery-oriented, self-help, and pro-social groups
- Assists with access to treatment for SUD and co-occurring conditions, creating systems and procedures to rapidly identify treatment needs and determine appropriate level of care.
- Assists with data collection for quality assurance and program evaluation
- Conduct initial needs assessment, review the client's SUD history, and identify the client's goals and expectations
- Help client navigate the healthcare system and social service system; accompany clients to appointments and meetings as needed.
- Negotiate and create opportunities for access to treatment and social services for clients; advocate on behalf of clients to help decrease barriers to care
- Educate clients about addiction and utilize motivational enhancement techniques to explore ambiguity and tip the scales towards treatment
- Provide peer counseling and support clients in establishing treatment goals and achieving and maintaining recovery
- Develop individualized service plans for each client
- Be available to provide support to clients in immediate risk of relapse or for other time-sensitive matters during and outside of regular business hours
- Monitor clients' progress and evaluate outcome, using a client tracking system

- Maintain accurate and up-to-date records and standardized data on all clients, to include data entry into EHANA and the Virtual Gateway.
- Systematically review the caseload with the supervisor each week, focusing on new clients and clients who are having difficulties

QUALIFICATIONS:

- Completion of Certified recovery Coach Training and Supervisor Training. Previous experience working with substance abuse and co-occurring disorders required.
- High school diploma required
- Minimum of 2 years in sustained recovery
- Ability to work independently
- Strong advocacy skills along with knowledge of community based services, resources, and local recovery community
- Comfort with multiple pathways to recovery from SUD and willingness to embrace a patient-centered approach that recognizes an individual’s preferences and autonomy (“recovery by any means necessary”)
- Comfort in working in both medical and social service settings
- Ability to provide accurate feedback without judgment or discomfort
- Flexibility to adapt to unforeseen needs or circumstances
- Excel at problem solving and multi-tasking, organized, efficient and goal directed
- Ability to maintain effective working relationships with patients/families and staff
- Excellent interpersonal, written and verbal communication skills
- Effective use of the Internet and Microsoft Office programs such as Word, Excel, PowerPoint and Outlook
- Ability to handle confidential information

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.