

## **JOB DESCRIPTION**

**JOB TITLE:** Recovery Coach (Certified/Non-Certified)

**JOB RESPONSIBILITIES:** Responsible for the delivery of recovery coach services to Agency clients.

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### **Essential functions of this job include, but are not limited to:**

Under appropriate supervision, prepares and maintains a confidential, accurate, organized, and updated case file for each assigned client in the electronic health record. Maintains the timeliness of documentation as outlined in the department's protocols.

Complies with documentation requirements as outlined in program policies, protocols and procedures for activities (e.g., intake procedures, treatment plans, discharge reports), and in the preparation of required reports.

Assists with intake documentation as necessary (e.g., consent for services, consents to release information, etc.) and maintains this information in the electronic health record.

Develops in collaboration with the client when not already done so by the client's primary clinician, an Individualized Treatment Plan to address identified areas related to recovery supports. Works with the client to develop goals, objectives, and interventions which primarily target sobriety, sober supports, employment and housing needs.

Maintains certification required for the state designation of Peer Supporter as defined by OHMHAS. If hired as a non-certified peer supporter achieves OMHAS peer support certification and completes all required activities within the timeframe outlined by the clinical director.

Maintains direct service productivity as outlined by the Clinical Director.

Consistently adheres to, enforces, and effectively implements Agency and program policies and procedures. Keeps current of any changes in policies and procedures.

Facilitates small group discussion with topic focused agency approved curriculum and other recovery support group programming as directed by supervisor.

Performs outreach work with clients; engages hard-to-reach individuals into recovery-related activities.

Reports client's behaviors and attitudes to the supervising authority.

Facilitates the transition from a professionally directed substance abuse treatment plan to a client developed and client directed Recovery Wellness Plan.

Schedules individual meetings with clients to review the progress on their Wellness Plan and to provide support and guidance in problem solving barriers in their recovery.

Provides feedback to clients on the recovery progress. Identifies areas to the client which have presented or may present roadblocks to continued abstinence.

Listens to the client and expresses genuine care. Is trusted with confidences and identifies areas for potential growth.

Assists clients with identifying and resolving personal and environmental obstacles to recovery.

Is knowledgeable of links for clients to sources of sober housing, recovery-conducive employment, health and social services, and recovery support. Matches clients to particular support groups or 12 step-meetings and accompanies clients to meetings as directed by supervisor.

Provides clients with information about the stages of recovery. Assists in facilitating the process necessary to remain free from the addiction, informs clients of the professional helpers within the community, and about the prevalence, pathways, and life-style of long-term recovery.

Processes clients' responses to professional services to reinforce treatment services and encourages successful outcomes.

Provides coaching and support to clients as challenges arise from everyday activities. This is done through one-on-one sessions, group meetings, and telephonic contact. Assists clients and their families to develop sobriety-based activities of daily living.

Provides sober companionship; acts as a social bridge from the culture of addiction to the culture of recovery.

Has effective interactions with all Recovery Coach, the Clinical Coordinator, and facility program administrative staff and volunteers.

Accurately completes required documentation including, but not limited to: logging and closing events in Orion, violation reports, and client logs.

Recognizes crisis situations and takes appropriate and immediate action. Documents appropriately and informs supervisor of status of situation.

Interacts professionally with staff, visitors, guests, and the public.

Maintains confidentiality of client files and individual client Recovery Wellness Plans and Recovery Checklists.

Intervenes as necessary to protect clients from injuring other clients and or themselves.

Submits all Recovery Coach Checklists to the Clinical Coordinator on a weekly basis.

Effectively communicates emergency situations in a timely manner to supervisor.

\*Accurately records mileage, gas usage, and other pertinent information when transporting clients in Agency vehicles.

\*Effectively communicates transport problems to Lead Recovery Coach and or supervisor.

Transports clients as directed and follows Agency standards, rules, regulations, and all laws for safe transport.

Accompanies clients/ensures clients are accompanied when they are transported to seek emergency medical treatment relative to their physical or mental health.

**Recovery Coach must have knowledge of:**

1. Community resources for social support and access methods
2. Resources for food, clothing, and shelter
3. Resources for medical care and access methods
4. Resources for mental health care and access methods
5. Mutual aid recovery groups, their functions, values and beliefs, and access methods
6. Faith based organizations and access methods

**SPECIAL ATTRIBUTES NEEDED FOR RECOVERY COACH**

Positive and enthusiastic about working with the target population.

Ability to establish empathy with clients.

Ability to work with diverse populations and cultural backgrounds.

Comfort in working independently in community settings.

Willingness and open-mindedness to follow established RC procedures.

Acceptance of extremely flexible part-time working hours.

Must have an open mind to the many paths to recovery.

**DUTIES AT RECOVERY APARTMENTS ONLY**

Completes scheduled activities including, but not limited to: daily apartment checks, overnight safety and sanitation checks, emergency drills (fire, tornado, etc.), and Recovery Apartment intakes according with established policies and procedures.

Observes and accurately documents client's behavior.

Performs random and scheduled alco-sensor tests.

Accurately completes required documentation during the shifts including, but not limited to: daily check reports, action reports, and clinical documentation in Care Logic.

Documents unusual activity, vandalism, maintenance issues, injuries, and medical concerns as needed. Notifies appropriate supervisor as necessary.

Conducts safety and sanitation checks. Documents and corrects conditions/takes steps to correct conditions as required.

Conducts and documents effective apartment inspections.

Conducts emergency drills in an accurate and timely manner in accordance with Agency policies and procedures.

Documents maintenance concerns on the maintenance forms and submits requests electronically in a timely manner. Maintains facility maintenance request binder in an organized manner.

Monitors, orders, and maintains supplies and forms for facility.

Keeps the post and common meeting apartment clean.

Signs visitors and residents in and out of the building.

Notifies proper authorities if circumstances require (e.g., Emergency Medical Systems, Akron Police Department, Akron Fire Department, Cleveland Police Department and Cleveland Fire Department).

Notifies a supervisor immediately when law enforcement officers, fire department, and/or EMS personnel are called to the recovery apartments.

Effectively communicates emergency situations in a timely manner to co-workers and a supervisor as required. Completes required documentation in an accurate timely manner.

Remains awake and alert while on duty to ensure responsiveness to staff, clients, and/or recovery apartment needs.

## **COMMUNICATION AND INTERPERSONAL SKILLS**

Facilitates and maintains productive communication while maintaining a professional, prosocial relationship with clients and employees.

Maintains appropriate boundaries with clients and employees as outlined in Agency Code of Ethics and other policies. Has contact with clients in accordance with RC manual and specified contact procedures. Consults with Clinical Coordinator and/or Clinical Manager regarding boundary issues and/or questions.

Expresses empathy regarding client situations as appropriate.

Recognizes antisocial thinking and behaviors. Addresses them immediately, positively, and in a non-threatening manner.

Acknowledges clients' prosocial behaviors and generates a reward report if warranted.

De-escalates potentially volatile situations between clients when necessary utilizing cognitive-based intervention strategies.

Interacts professionally with employees, visitors, guests, law enforcement, court, and safety personnel.

## **MODELING SKILLS**

Speaks positively about the program, Agency, and employees.

Speaks positively about programming, law enforcement, courts, and the law in general.

Displays prosocial thinking and prosocial behavior.

Demonstrates respect toward employees and clients.

## **KNOWLEDGE**

Assists clients in role playing difficult situations to achieve a more positive result.

Assists clients in efforts to problem solve.

Demonstrates an understanding of the principles of cognitive-behavioral therapy.

Demonstrates an understanding of the principles of social learning.

## **OTHER**

Ensures clients' rights are upheld. Maintains client and staff confidentiality according to Agency policies and procedures; state law; and federal regulations to include Confidentiality on Alcohol and Drug Abuse Patients Records, 42 C.F.R. Part 2 and the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. Parts 160 and 164.

Obtains required training hours on an annual basis.

Attends staff meetings and required training sessions.

Complies with all Agency security standards, including procedures and electronic equipment/devices.

This job description in no way states or implies that these are the only duties to be performed by this employee. He/she will be required to follow any other instructions and to perform any other duties requested by his/her supervisor.

Regular work schedule of 40 hours per week or part-time flexible work schedule of 24 hours per week may include weekends.

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#### **STRENGTH RATING/**

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; climb and balance; and talk and hear. The employee is frequently required to sit; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust to focus.

#### **WORK**

**ENVIRONMENT:** While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is usually moderate.

**QUALIFICATIONS:** High School diploma or equivalent required. Must have OMHAS Peer Support Certification upon hire to have job title of Certified Recovery Coach. If not certified upon hire, must become OMHAS certified within timeframe established by the Clinical Director in conjunction with OMHAS trainings and certification process. Must maintain certification in good standing. Flexible schedule including various evening and weekend hours. Must possess valid Ohio driver's license and a driving record that does not preclude the employee from being covered by Agency liability insurance.

Must have the ability to effectively work with Agency employees, outside contacts, and a diverse client population.

**SUPERVISED BY:**

Clinical Director or designee who is certified by OMHAS to be a recovery coach supervisor.

**OVERSEES:**

Recovery Coach Volunteers