



## JOB DESCRIPTION

### Certified Recovery Specialist - Home & Community Based Services

**Business Unit:** Aspire Indiana  
**Department:** Home & Community Based Services  
**Reporting to:** Manager, Home & Community Based Services  
**Created:** 4/30/2018

**Location:** Marion County  
**FLSA Classification:** Full Time, Non-Exempt  
**EEO Category:** Service Workers  
**Modified Date:** 1/20/2020

#### **POSITION SUMMARY**

To engage and advocate for individuals in mental health recovery while providing peer support services and skills training in Aspire's Home & Community Based Services. Staff will provide assistance in connecting individuals to resources in their community and teaching skills that aid in Recovery.

#### **ESSENTIAL RESPONSIBILITIES**

##### **Consumer Engagement and Care**

- Interact safely and effectively with individuals to engage them in the recovery process
- Assist individuals in identifying personal recovery goals, barriers to recovery, and personal strengths in daily living and recovery skills
- Utilize own unique recovery experience to teach and role model the value of each individual's recovery experience
- Assist individuals in determining reasonable and holistic steps moving toward recovery
- Observe and reinforce positive progress that individuals make toward recovery goals
- Maintain appropriate professional boundaries with individuals and avoid dual relationships within the community
- Teach and/or observe critical skills to promote independence in all areas of daily living including: developing natural supports, independent living, mental health symptom management, medication management, problem-solving, conflict resolution and interpersonal communication
- Organize and conduct age-appropriate learning sessions in group and individual settings utilizing curriculums and structured trainings
- Provide transportation for individuals (i.e. appointments, Recovery meetings, etc.) in the community as assigned

##### **Coordination and Communication**

- Build and maintain caring and trusting relationships with clients and family members
- Build and maintain a strong network of external relationships, which may include DCS, other mental health agencies, health providers, community agencies, as well as, a strong working relationship with Aspire staff and supervisors
- Collaborate and communicate with Home & Community Based Team and other providers in support of client care and treatment planning process
- Attend treatment team meetings and other activities as assigned/requested to represent the needs and perspectives of the individual
- Become knowledgeable regarding community resources and maintain a strong referral network
- Work with program manager/supervisor in providing feedback on program elements that are supportive or create barriers to recovery
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Respond in a calm and effective manner to a variety of demands, projects and personality types
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities

## **Reporting and Documentation**

- Complete documentation and billing in MIX according to Aspire policies and procedures
- Keep timely, thorough and accurate progress notes
- Seek and routinely document clinical supervision on all individual cases

## **Performance**

- Adhere to Aspire's policies, procedures, and guidelines, including the Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Meet or exceed established metrics for individual, department, and organizational goals
- Timely complete all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, etc.)

## **Professional Development**

- Complete and maintain compliance with required trainings and/or education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field
- Maintain CEU expectations for certification

## **Core Competencies**

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and clients with love, empathy and compassion

## **Position-Specific Competencies**

- **Patient** – Achieve recovery goals by working with clients in steady and helpful manner
- **Detail-oriented** – Ensure accurate medication delivery with meticulous record keeping and follow through
- **Composed** – Remain calm in crisis situations to ensure consumer safety and well-being; Execute Aspire's crisis management process to mitigate and resolve surprise situations
- **Effective communicator** – Use 2-way communication that demonstrates clarity, care and consideration for clients beliefs, values and judgments
- **Collaborative** – Work with Home & Community Based Team to support and execute customized client care plans

## **SKILLS, KNOWLEDGE AND ABILITIES**

### **Education/Experience**

- High school diploma or equivalent required; Associate's or Bachelor's degree in Social Work, Psychology, Counseling or a related field from a college/university accredited by the U.S. Department of Education preferred
- One year of related experience in a social service capacity required if no related Bachelor's degree for OBHP qualification
- Must self-identify as a current or former consumer and be maintaining a healthy recovery from mental illness
- Basic knowledge of the Recovery Model required

### **Certification**

- Completion of Indiana Certified Recovery Specialist training program and passing score on the certification exam and must maintain required CEU's (20 CUEs annually to maintain Certified Recovery Specialist designation)

### **Other**

- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently as well as collaboratively within a team setting
- Demonstrate respect for client confidentiality practices
- Actively participate in performance management and coaching

- Knowledge and application of utilizing social service systems (Medicaid, Social Security, Corrections, etc.)
- Must be able to demonstrate the effective use of Aspire's Electronic Health Record (EHR) and other information systems
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Must have reliable transportation to transport self/others and to attend trainings and/or meetings
- Display a positive work ethic

### **Physical Demands & Working Conditions**

The nature of work may generate considerable physical, mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Community Based environment with expectations of ability to move/transport throughout the community and beyond in various types of weather; and/or work from a mobile office when needed
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Daily, weekly, monthly, and/or annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and the ability to write and/or type
- Frequently required to stand, walk, sit, bend, stoop, stretch, reach throughout work hours
- Ability to regularly lift files, open filing cabinets, climb to reach higher files and lift average-weight objects up to 25 lbs; must be able to occasionally lift and/or move 50 or more pounds
- Must be able to respond appropriately in crisis situations by following Aspire protocols
- Ability to be flexible and work other hours, as needed; irregular hours often required
- Frequent communication via phone and in person with family and care team

### **Background Checks**

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and/or Professional References

### **Vaccinations**

For those employees who have direct patient contact, it is recommended by the CDC that a record of immunizations be documented and retained in a health personnel file. Written documentation (vaccine record) or titres (blood testing) may be needed to determine immunization status.

### **Supervisory Responsibilities**

This position has no supervisory responsibilities

**Work Hazard Category**

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

**Employee Statement of Understanding**

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_