



JOB DESCRIPTION

Recovery Coach

Reporting to: Practice Manager

EEO Category: Professionals

Created: 12/19/2016

FLSA Classification: Non-Exempt

PRO: Home-Community Based

Modified: 5/15/2018

POSITION SUMMARY

The Recovery Coach will provide substance use/behavioral health related services to clients and their families in an office, community, and/or home setting to achieve the client's identified goals in accordance with Aspire's substance use disorder treatment philosophy. The Recovery Coach will also provide a strength-based approach in assisting the client in connecting with recovery community supports and community resources. In addition, this position will work with the client on developing a Relapse Recovery Plan and developing the skills necessary to decrease and/or eliminate substance use.

ESSENTIAL RESPONSIBILITIES

Case Management & Life Skills Services (60%)

- Coordinate with clients to assess and identify goals for a person-centered treatment plan for services
- Provide care management and/or skills training services to individuals and/or in a group setting toward achievement of overall goals; some evening hours required
- Travel to provide services in a variety of flexible settings within the larger community
- Utilize evidence-supported curriculum/practices and assist clients in accessing and participating in technology-assisted care.

Coordination and Communication (25%)

- Build and maintain caring and trusting relationships with clients and family members, as well as a strong working relationship with Aspire staff and supervisors
- Build and maintain a strong network of external relationships, which may include DCS, other mental health agencies, health providers, community agencies, etc.
- Communicate effectively with the Utilization Management staff regarding prior authorizations
- Collaborate and communicate with all parties involved in working towards client's identified goals
- Work effectively within a multidisciplinary team which focuses on client engagement, motivation, and a person's ability to change
- Arrange referrals to external services and/or agencies, as needed
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities

Reporting and Documentation (10%)

- Responsible for timely, thorough and accurate documentation and billing in the Electronic Health Record (EHR) according to Aspire policies and procedures
- Keep timely, thorough and accurate progress notes, document next steps, and update treatment plans accordingly
- Seek and routinely document clinical supervision on all individual cases
- Timely complete and maintain case and agency paperwork according to Aspire standards and as required by external agencies (C/ANSA, BPHC, payee, etc), as well as internal unit and organizational reports and documentation

- 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, TB documentation, car insurance, etc.)

Professional Development (5%)

- Complete and maintain compliance with required trainings and education required for the position
- Successfully acquire and maintain ANSA and/or CANS certification(s), per position requirements
- 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

Core Values

- **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 consumers with love, empathy and compassion

Position-Specific Competencies

- **Flexible:** Ability to move between multiple locations for sessions, quickly adapt to the consumer and the location and address emergent situations
- **Problem-solver** - Critical, creative thinker in solving problems and reaching goals with consumers
- **Collaborative** - Work cooperatively with consumer and family members (if applicable), as well as outside treatment agencies, to reach recovery goals identified in consumer treatment plan
- **Detail-oriented** - Exercise organizational discipline in maintenance of accurate documentation systems and case management practices
- **Effective communicator** – Use 2-way communication that demonstrates clarity, care and consideration for clients beliefs, values and judgments

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- Bachelor's degree in social work, psychology, or a directly-related human service field from a college/university accredited by the US Department of Education required; Other Bachelor's degrees will be accepted in combination with a minimum of five years related experience

Experience

- Directly related equivalent experience/competencies in past professional and nonprofessional roles
- Knowledge in addiction and how addiction impacts an individual and their family highly preferred
- Knowledge of child welfare and/or probation services preferred
- Work experience in an health care setting, preferably Addiction Treatment or Mental Health, a plus
- Trained in Motivational Interviewing and Trauma Informed Care preferred

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Demonstrate respect for client confidentiality practices
- Must be able to work independently as well as collaboratively within a team setting
- Knowledge and application of utilizing social service systems (Medicaid, Social Security, Corrections, etc)
- Become knowledgeable regarding community resources and maintain a strong referral network
- 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)
- 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)
- Must comply with all Aspire policies and procedures, as well as Aspire's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- 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 below 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 heavy travel throughout the community in various types of weather/conditions, working from a mobile office when needed; some evening hours required
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Daily, weekly, monthly and 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.
- Frequently required to be physically mobile (stand, walk, reach, use hands and finger, stoop, kneel, crouch or crawl, climb, balance, bend) throughout work hours, and also the ability to sit for prolonged periods throughout work hours
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- 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 and effectively in crisis situations by using good judgment and following Aspire protocols

Background Checks

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

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