



Job Description

Residential Recovery Coach

Business Unit: Aspire Indiana

Department: Recovery Residences

Reporting to: Director, Addiction Services

Date Created: 9/26/2016

Site: Progress House

Location: Indianapolis, IN

FLSA Status: Full Time, Non-Exempt

Date Modified: 10/14/2020

Position Summary

This position provides substance use/behavioral health related services to clients and their families in residential treatment settings to achieve the client's identified goals in accordance with Aspire's substance use disorder treatment philosophy.

Essential Responsibilities

Case Management & Life Skills Services

- Provide care management and skills training services to clients toward achievement of overall goals
- Utilize evidence-supported curriculum/practices and assist clients in accessing and participating in technology-assisted care.
- Assist in identifying personal recovery goals, barriers to recovery, relapse planning and prevention and personal strengths in daily living skills
- Utilize own unique recovery experience to teach and role model the value of each individual's recovery experience
- Work with program manager/supervisor in identifying program elements that are supportive or destructive to recovery
- Teach and/or practice and observe critical skills in both group and individual context to promote independence in all areas of recovery including: identification of substance use triggers, relapse prevention strategies, developing natural supports, independent living, mental health and substance use symptom management, medication management, problem-solving, conflict resolution and interpersonal communication

Customer Service

- Interact with staff and clients in a positive, helpful and professional manner via telephone, email or in person
- Respond promptly and positively to clients, staff, colleagues and all others in a respectful, courteous and confidential manner via telephone, email or in person
- Foster positive communication and a team work atmosphere

Performance

- Meet or exceed established metrics for individual, department, and organizational goals
- Actively participate in goal and objective setting processes for self and direct reports
- 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
- Monitor and positively affect employee morale

Coordination and Communication

- Collaborate and communicate with all parties involved in working towards client's identified goals, including the Residential Treatment Team, and/or legal system in support of the individual's care
- Work effectively within a multidisciplinary team which focuses on client engagement, motivation, and a person's ability to change
- Participate in treatment team meetings and other activities to represent the needs and perspectives of the client
- Build and maintain caring and trusting relationships with clients and family members, as well as a strong working relationship with Aspire staff and supervisors
- Assist in identifying personal recovery goals, barriers to recover, relapse planning and prevention
- Arrange referrals to internal/external services and agencies, as needed
- Become knowledgeable regarding community resources and maintain a strong referral network
- Open to coaching; respond appropriately to direction from management
- Respond in a calm and effective manner to a variety of inquiries, requests, and/or feedback regarding programs, policies, procedures, projects, or individual performance
- Represent Aspire at the community level by attending networking and educational opportunities and promoting the positive reputation of the organization
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities
- Respond in a calm and effective manner to a variety of demands, projects and personality types
- Report any incidents or difficulties with performing these functions to a member of management in a timely manner

Reporting and Documentation

- Keep timely, thorough and accurate progress notes and document next steps
- Keep all records and documents compliant with local, state and federal governing body guidelines and regulations
- Maintain case and agency paperwork according to Aspire standards and referral guidelines
- Routinely document clinical supervision on cases based on Aspire's established processes, documented procedures and deadlines
- Timely complete and maintain all external required reports and/or documentation according to Aspire standards, policies and procedures, and as required by external agencies

Professional Development

- Complete and maintain compliance with any and all required trainings, certifications and continuing education requirements for the position to enhance professional and job-related skills
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Attend community education events/seminars to continue developing expertise in the field and improve important professional relationships
- Proactively create and execute a professional development plan to stay current in the 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

- **Self-Care** -- Taking deliberate care of our own mental, emotional, physical, financial, and social well-being

Position-Specific Competencies

- **Patient** - Achieve recovery goals by working with clients in a steady and helpful manner, using tact and diplomacy in overcoming obstacles and resistance to change
- **Effective communicator** - Use two-way communication that demonstrates clarity, care and consideration for clients beliefs, values and judgments
- **Composed** – Remain calm in crisis situations to ensure client safety and well-being; Execute Aspire’s crisis management process to mitigate and resolve situations as appropriate
- **Problem-solver** - Critical, creative thinker in solving problems and reaching goals with clients
- **Collaborative** - Work with Residential team and other Aspire providers to support and execute customized client care plans
- **Detail-oriented** - Exercise organizational discipline in maintenance of accurate documentation systems and case management practices
- **Flexible:** Ability to move between multiple locations as required for position, quickly adapt to the consumer and the location, and address emergent situations

Skills, Knowledge & Abilities

Education and Experience

- High School Diploma or equivalent required
- A Bachelor’s degree in Social Work, Psychology, Counseling or related field from a college/university accredited by the US Department of Education is highly preferred
- Other non-related degrees may be considered in combination with more than a year of related experience
- Three (3) years of directly related experience in past professional roles or non-professional experience with the recovery model required; 5 or more years of experience working in the recovery field highly preferred
- Any certifications in recovery and peer recovery coaching considered

Other

- Deep personal commitment to the Mission, Vision, and work of the Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Ability to be flexible and work other shifts to provide coverage, as needed
- Demonstrate respect for client confidentiality practices
- Must be able to work independently as well as collaboratively within a team setting
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols
- Must be detail oriented and have excellent organizational skills
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must be able to demonstrate the effective use of Aspire’s Electronic Health Record (EHR)
- Demonstrate respect for client confidentiality practices
- Demonstrate knowledge and application of utilizing social service systems (Medicaid, Social Security, Corrections, etc.)
- Demonstrate effective time management skills and ability to meet deadlines
- Must possess the ability to learn and utilize relevant computer operating systems, and the ability to operate a variety of office equipment
- 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 adjusts 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
- Display a positive work ethic
- Must have reliable transportation, valid driver's license, and sufficient auto insurance in order to attend external meetings and events throughout the community
- Display a positive work ethic

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work may generate considerable physical (transporting, moving, assisting clients, etc), 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.

- Predominantly an office-based environment
- Ability to ascend/descend stairs
- Up to 5% travel within the community and/or state
- Use of computers, cell phones, virtual meeting tools and other technology devices up to 80% of the time
- Daily, weekly, monthly and annual deadlines
- Ability to communicate effectively in person, by phone, email or video
- 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.
- Physical requirements of the job include consistent periods of prolonged sitting or remaining in a stationary position more than 50% of the time; occasional standing and walking, which may include uneven surfaces, kneeling, squatting, crouching up to 30% of the time; some bending, stooping, stretching, reaching less than 15% of the time
- Manual dexterity sufficient to operate common office machines; including but not limited to: keyboard, fax/copiers, telephone system, calculator, and the ability to write and/or type (repeating motions that may include the wrists, hands and/or fingers) more than 50% of the time
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs less than 30% of the time

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/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 does not have any 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