

Child & Family Guidance Center

Position Title: Recovery Support Specialist

Program Name: Community Mental Health Centers Program

Report To: Director, Co-Occurring Treatment Programs

Classification: Full time ☒ Part time _____ Exempt ☒ Non- Exempt _____
Supervisory: Yes _____ No ☒

Expected Hours of Work: Days and hours of work are normally Monday through Friday, 9:00 a.m. to 5 p.m. Works some days until 8:00 pm. Recovery Support Specialists will work a flexible schedule that includes some weekend hours in order to accommodate individual family needs for routine appointments.

SALARY RANGE: We offer competitive salaries based on experience and education.

BASIC FUNCTIONS: The Recovery Support Specialist provides peer support services for individuals and their families to effectively address the myriad of issues which those with substance abuse and co-occurring disorders require to support the recovery process. He/she works within the guidelines, policies, procedures, and mission of The Child & Family Guidance Center and will be accountable and responsible for specific clients as assigned. Understands and supports the Agency's strategic plan and lives its values.

ESSENTIAL FUNCTIONS:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provides recovery support through self-directed, strength-based approach to care. Utilizing principles based on the Recovery Coach Ten Components of Recovery.
- Will learn and implement the following interventions: CRA (Community Re-Enforcement Approach), ACC (Assertive Continued Care), SBIRT (Screening, Brief Intervention and Referral to Treatment); Gain Short Screen, Gain Q3 (Global Appraisal of Individual Needs tools).
- Provides SBIRT screening of referred youth in the office or in the community and collaborates with clinical team to make recommendations for further treatment as necessary.
- Promotes recovery by assisting in linkage to recovery support activities by removing personal and environmental obstacles, linking persons to the recovering community and serving as a professional guide and mentor for person seeking recovery and their families.
- Maintains communications with community providers and builds a network of recovery support services to support program participant's attendance in organized, social sober activities.
- Recognizes the elements of client crisis, implements an immediate course of action (in consul with supervisor) appropriate to the crisis and utilizes negative events to enhance overall treatment outcomes.
- Prepares agenda for supervision and utilizes supervision as needed to meet professional demands of job.
- Educates individuals & families by providing information on recovery supports within the community.
- Effectively organizes and tracks data to be reviewed by funders and other stakeholders
- Provides ongoing information and assertive linkages to services and resources with an emphasis on self-help groups throughout the CRA treatment and follows up with youth during the ACC of the program.
- Identifies the needs of clients that cannot be met by the counselor/organization, explains rationale for the referral to the client, and assists the client to utilize the support systems and community resources. Meets all documentation requirements of position and program.

- Assumes all other appropriate duties as deemed necessary by supervisor.
- Participate on staff committees including Triage Team and in other administrative matters as assigned
- Participate in the development and maintenance of effective working relationships with other community agencies, schools and individuals through the program of clinical services and other activities
- Meet all identified KPIs as indicated by Funder, Agency and Model.
- Participate in regular weekly group and individual supervision utilizing an integrative approach addressing both clinical and administrative aspects of position.

COMPETENCIES REQUIRED:

- Established expertise and practices related to professional boundaries and ethics.
- Ability to establish and maintain cooperative professional relationships.
- Excellent communication skills, verbally and in writing. Able to effectively and consistently communicate with staff at all levels within the organization and with those in the community.
- Excellent interpersonal and relationship building skills across internal groups and those outside the organization
- Ability/interest to work with various telehealth venues including doxy.me, zoom, etc
- High level of skill with MS Office software including Word, Excel, and Outlook.
- Ability to work collaboratively with others while meeting deadlines
- Passionate about the work as evidenced by: consistent accountability to the Team, empathic attitude through active listening, respectful and empowering by motivating and inspiring others to think outside of the box, promote an atmosphere of mutual respect and accountability
- Represent the agency in a professional and ethical manner at all times
- Support a work environment conducive to promoting professional as well as personal growth

Performs other duties as requested.

EDUCATION, CREDENTIAL, EXPIRENC, and LANGUAGE REQUIRMENTS: (required for this specific role – examples below)

Education: A Bachelor's Degree is preferred

Experience: Experience working with substance using adolescence and their families as well as ability to work with adults in recovery

Credentials:

- Certification from the CCAR Recovery Coach Academy as a Recovery Coach.
- Driver's License (Required)

Language: Bi-lingual Spanish (preferred)

WORK ENVIRONMENT:

This job operates in a professional office environment. This role uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

This role operates in both a professional office environment and in family homes or other locations outside the main office.

PHYSICAL DEMANDS:

This is a largely sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bending.

Travel:

- Travel between CT Offices is required (Waterbury, Bridgeport, Norwalk)
- Able to travel with own car to all areas within the Greater Bridgeport area

EEO Statement:

The Child and Family Guidance Center is an equal opportunity employer, and does not discriminate on the basis of race, color, age, gender, national or ethnic origin, religion, sexual orientation, or physical disability.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Hiring Manager _____

HR

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

cc: Personnel File

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Original Position Description Approval Date:

Supervisor: _____ Date: _____

Program Director: _____ Date: _____

Management/Unit Director: _____ Date: _____

HR Director: _____ Date: _____

Updated: _____ Updated: _____

Updated: _____

Additional Qualifications and Additional KPIs

1. Additional Qualifications – Non-essential functions

2. KPIs

- a. 100% meet or exceed productivity goals
- b. 80% of clients meet treatment goals.
- c. 80% of clients complete ACRA treatment (8 procedures in 7+ sessions within 98 days since intake)
- d. 100% case documentation is completed in a timely manner (within 24 hours)
- e. Complete all NOMS and GRPA measures to grant specifications.