Position Announcement: Recovery Coach

Position Summary

Homeless Connections, a 36 year non-profit agency, is ending homelessness by connecting individuals and families to resources that promote self-sufficiency and prevent future homeless episodes. The Recovery Coach encourages clients striving for substance abuse recovery and supports them through their recovery, and provides clients with a sense of community and belonging, supportive relationships, and valued roles.

Duties and Responsibilities

Reports to: Client Services Coordinator

The Recovery Coach duties and responsibilities include but are not limited to the following:

Establishes healing relationships with clients struggling with AODA issues.

Assists clients to understand the purpose of peer support and recovery models.

Provide peers with the Substance Abuse and Mental Health Services administration (SAMHSA's) definitions of substance abuse recovery and its components.

Creates an environment of respect for clients that honors the person centered planning in taking charge of their own lives and recovery.

Is trauma informed, mutually explores with clients their experiences, and supports individuals in getting appropriate resources for help.

Encourages clients to construct their own substance abuse recovery/wellness plans that also include proactive crisis plans.

Supports clients in crisis to explore options that may be beneficial to returning to emotional wellness.

Encourages clients to become self-directed, focus on their strengths, exercise use of natural supports, develop their own recovery goals and strengthen valued roles within their community.

Supports clients in researching and locating resources that are beneficial to clients substance abuse recovery needs.

Competency :

To perform the job successfully, an individual should demonstrate the following competencies :

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Practices active listening skills; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.

Diversity - Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Provides culturally sensitive and age appropriate services specific to each peer. Provide an environment of recovery, wellness and hope.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values. Understands and utilizes the established supervisory hierarchy to communicate needs, ask questions (especially about ethics, boundaries and confidentiality), mention concerns, etc. Understands their role and fully participates as an integral part of the professional recovery team. Provides education to staff that recovery is achievable, and that peer support is an Evidence Based Practice.

Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Confidentiality – Be familiar with Wisconsin documents relating to confidentiality. Be very knowledgeable of all directives from the agency. Maintain the utmost confidence concerning all verbal and written information whenever obtained from peers or otherwise. Be knowledgeable of information that is not to be kept in confidence: threats to harm self or others, and how to handle these situations.

Education and/or Experience :

High school diploma or general education (GED); group facilitation or co-facilitation experience; knowledge of methods for creating wellness/recovery plans and teaching others to create the same. Prefer previous experience providing peer support.

Compensation:

- Pay is $12.00/hour
- Budgeted 16 hours per week
- Employee Assistance Program

Computer Skills :

To perform this job successfully, an individual should have knowledge of Email, Internet; Microsoft Excel and Microsoft Word.

Certificates, Licenses, Registrations :

Recovery Coach Training

Other Qualifications :

Knowledge of how to assist peers with locating community resources (i.e. employment, housing, health, peer delivered services, etc)

To Apply

Send resume and cover letter to:

Anne Muller, Deputy Director anne@homelessconnections.net

Or via mail to:
Homeless Connections
Attn: Anne Muller
400 N. Division Street
Appleton, WI 54911

Homeless Connections is an Equal Opportunity Employer