



**JOB TITLE:** Recovery Coach/ Certified Peer Support Specialist  
**DEPARTMENT:** OACIS, CRU  
**CLASSIFICATION:** Non-Exempt

**REVISED:** 2/19

## **POSITION DESCRIPTION**

### **SUMMARY:**

The Recovery Coach/ Peer Support Specialist is an at-will position that reports to the OACIS shift Supervisor or CRU Manager. This position will work as a team member in a community crisis center setting that serves all members in the community through support, coaching, and solution planning. The Recovery Coach/ Certified Peer Support Specialist will provide and maintain a supportive, hopeful, empathic, and engaging environment for individuals/families seeking help with crises. As a member of a multidisciplinary team, this position will provide recovery coaching to people that result in diverting people from inpatient hospitalization and communicating the message of hope and the possibility of recovery and healing.

### **ESSENTIAL JOB FUNCTIONS:**

- Contribute to a welcoming atmosphere
- Use Recovery Coaching and the Recovery Pathways to maximize the opportunity to create recovery partnerships and a recovery environment
- Utilize recovery principles while comforting people in crisis: Hope, Choice, Empowerment, Recovery environment, Meaning and Purpose
- Provide strength-based trauma informed crisis intervention, crisis planning, and safety planning as an alternative to inpatient hospitalization
- Arrange or provide transportation to a safe place
- Complete and sign documentation before end of shift
- Assist people with gaining coping skills and recovery tools
- Provide accurate and timely documentation in the Electronic Health Record
- OACIS Only: Able to complete Crisis Contact, Registration, Contact Notes, and Recovery Tools with children/families and adults
- Comply with attendance and punctuality policies, as well as all other Common Ground policies and procedures

### **RELATED JOB FUNCTIONS:**

- Assist with fulfilling basic needs such as food, clothing, arrange for shelter, bathing, etc. as needed
- Facilitate recovery skills groups, as needed
- Provide back up to the Crisis Resource & Helpline during times of high need
- Provide back up to the Welcoming Specialist
- Contribute to keeping the environment clean and comfortable for people served as well as co-workers
- Assist with maintaining inventory of supplies
- Adhere to established Quality Improvement Indicators
- Participate in training and orientation of new staff and interns
- Perform other job-related duties as assigned

**SUPERVISION:** None

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

#### **KNOWLEDGE OF:**

- Common Ground's programs and services
- Recovery orientation and trauma-informed care in behavioral healthcare

#### **SKILL TO:**

- Type, enter data, file and operate office equipment
- Interact well with departmental staff, individuals being served and vendors
- Demonstrate proficiency in relevant software/ applications (i.e. Microsoft Word, Excel, PowerPoint and Outlook)



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**ABILITY TO:**

- Relate to a diverse population which includes a variety of age, economic and educational backgrounds
- Work independently and apply critical thinking and decision-making skills
- Understand and follow verbal and written instructions
- Communicate effectively, both verbally and in writing
- Establish and maintain effective working relationships with others
- Consistently exercise superior customer service skills with both team members and individuals being served
- Demonstrate organizational skills with strong attention to detail
- Apply the dynamics of the crisis intervention model and engage in problem solving process
- Work in a multi-disciplinary environment and manage evolving needs

**REQUIRED EDUCATION AND EXPERIENCE:**

- High school diploma or GED (Common Ground may grant up to six months from date of hire to obtain)
- Certified Peer Support Specialist
- Valid driver’s license and clean driving record
- 1+ year experience working with people with disabilities

**ESSENTIAL REQUIREMENTS:**

**Physical Requirements:**

The physical demands described are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

**Environmental Working Requirements:**

Work is done in a clinical environment with exposure to computer screens; Assignments may require work to be done on an individual basis or in teams with members at various staffing levels. The work environment is that of a crisis center and may subject staff to behavioral and medical events that could be physically hazardous.

**Other Requirements:**

Some local travel may be required; The ability to work various shifts.

The agency may in its’ sole discretion fill this position on a full-time, part-time or contingent basis with the individual best fit to perform the essential functions of the job. The above statements describe the general nature and level of work performed by employees assigned to the title. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Employees in this title are subject to a background check and a pre-employment physical.

Employee Signature

Date

Human Resources Witness

Date