



## **POSITION DESCRIPTION**

**Job Title:** Recovery Coach/Certified Peer Support Specialist  
**Department:** OACIS, CRU  
**Reports To:** OACIS Shift Supervisor; CRU Manager  
**Classification:** Hourly **Revised:** 3/12

### **GENERAL DESCRIPTION:**

Works as a team member in a community crisis center setting that serves all members in the community through support, coaching, and solution planning. Provides and maintains a supportive, hopeful, empathic, and engaging environment for individuals/families seeking help with crises. As a member of a multidisciplinary team, provides 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.

### **JOB FUNCTIONS:**

- Contribute to a welcoming atmosphere
- Uses 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 hospital
- Assists with fulfilling basic needs such as food, clothing, arrange for shelter, bathing, etc. as needed
- Facilitates recovery skills groups, as needed
- Provide back up to the Crisis Resource & Helpline during times of high need
- Provide back up to the OACIS Welcoming Specialist
- Contributes to keeping the environment clean and comfortable for people served as well as co-workers
- Arrange or provides 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
- Assist with maintaining inventory of supplies
- OACIS Only: Able to complete Crisis Contact, Registration, Contact Notes, and Recovery Tools with children/families and adults
- Perform other duties as assigned

### **SUPERVISION:**

N/A

**PREFERRED QUALIFICATIONS:**

- High school diploma or GED
- Certified Peer Support Specialist
- Valid driver’s license and clean driving record
- 1+ year experience working with people with disabilities

**KNOWLEDGE, SKILLS, ABILITIES:**

- Excellent customer service skills
- Excellent communication skills, both written and verbal
- Ability to apply trauma informed principles and values with knowledge, decisions, and treatment of all people served.
- Expertise with all populations or engages supervisor and/or co-workers to utilize their expertise with specific populations
- Ability to relate to diverse populations which includes a variety of age, sex, economic and educational background
- Ability to work independently and apply critical thinking/decision making skills.
- Able to work with a multi-disciplinary team successfully
- Knowledge of current behavioral management and de-escalation techniques
- Ability to deal with volatile situations in a safe, calm, and caring manner
- Knowledge of and ability to use basic intervention skills
- Proficiency in MS Office – Word, Excel, Outlook
- Demonstrated ability to work positively with co-workers and consumers
- Knowledge of mental health recovery
- Basic computer skills

**JOB CONDITIONS AND REQUIREMENTS:**

- All electronic or hard copy documents are signed prior to end of shift
- Attitude and actions are aligned with the organizational mission and values
- Promotes a team environment
- Focuses on the strengths and needs of the person/families served
- Works in a recovery oriented and supportive environment framework
- Complete Service Activity Logs in accordance with departmental standards
- Adhere to established Quality Improvement Indicators
- Participate in training and orientation of new staff and interns
- The work environment may subject staff to behavioral and medical problems that could be physically hazardous
- Some local travel may be required
- Local travel required and use of personal vehicle during work hours
- Must be willing to transport persons served using personal or agency vehicles
- Adheres to Common Ground policy on confidentiality.

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Employee Signature

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Date

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Human Resources Witness

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Date