



TITLE: **BHS/RSS Recovery Coach Hope Network**

DEPARTMENT: **Behavioral Health Services/Recovery Support Services**

JOB DESCRIPTION:

Implement a consistent and quality program at assigned work sites in accordance with the agency's mission statement with an emphasis on maintaining the orderly functioning of services through the implementation of current procedures and applicable standards and regulations. Implement a quality program which promotes person-centered planning and clinically appropriate practices including the following Principles for serving individuals with a mental illness.

1. Human dignity;
2. Respect for the person's individuality, abilities, needs and aspirations without regard to the individual's psychiatric condition;
3. Self-determination, freedom of choice and participation in treatment to the individuals fullest capacity;
4. Freedom from the discomfort, distress and deprivation which arise from an unresponsive and inhumane environment;
5. Privacy including the opportunity, wherever possible, to be provided clearly defined private living, sleeping and personal care spaces;
6. Humane and adequate support and treatment that is responsive to the person's needs, that recognizes that a person's needs may vary, and that is sufficiently flexible to adjust to a person's changing needs;
7. The opportunity to receive services which are adequate, appropriate, consistent with the person's individual needs, and least restrictive of the person's freedom;
8. The opportunity to receive treatment and services that are culturally sensitive in their structure, process and content;
9. The opportunity to receive services on a voluntary basis to the maximum extent possible and entirely if possible;
10. Integration of individuals into their home communities which are located in residential neighborhoods, which rely as much as possible on generic resources.
11. Support services to provide training and assistance in ordinary community experiences, and which utilize specialized mental health programs that are situated in or near natural community services;

12. The opportunity to live in one's own home with supports and services needed to facilitate independent living. With the flexibility of a service system which responds to individual needs by increasing, decreasing and changing service as needs change;
13. The opportunity to undergo normal experiences, even though such experiences may entail an element of risk; provided, however, that an individual's safety or well-being or that of others shall not be unreasonably jeopardized;
14. The opportunity to engage in activities and styles of living, consistent with the person's interests, which encourage and maintain the integration of the individual into the community.
15. To provide supports and services that will enhance the individual's overall health, wellness and active participation in their community.

QUALIFICATIONS AND EXPERIENCE

1. Must be at least 21 years old.
2. Requires any combination of training, education and experience equal to a high school diploma or GED (General Equivalency Diploma), and have six weeks of full time behavioral health work experience.
3. Have a satisfactory work record as determined by the Human Resources Department.
4. Have the ability to obtain fingerprint clearance and meet agency personnel requirements.
5. Successfully complete a pre-employment drug screening.
6. Experienced in Homelessness and knowledge in Community Resources.
7. Successful completion of the Marc Center training program to the satisfaction of department and/or agency requirements, Office of Behavioral Health Licensure, and Regional Behavioral Health Agency Quality management requirements.
8. Manual dexterity to include, but not limited to: stooping, bending, lifting, and carrying.
9. Ability to meet Marc Center driver eligibility requirements, as applicable including a 39 month clear driving record.
10. Ability to provide/obtain proof of negative TB screening or chest x-ray, as applicable.

ORGANIZATIONAL RELATIONSHIPS

1. Accountable to the Director of Recovery Support Services and/or designate. This position may also be supervised at times by other Behavioral Health Technicians.
2. Programmatic oversight from the Director of Recovery Support Services.
3. Clinical oversight from the Clinical Director and the Behavioral Health Professional.
4. Participate with the applicable program staff, interdepartmentally and intradepartmentally and interface with families, Marc Center leadership, community resources, and provider/professional groups as assigned by the RSS Director.

ESSENTIAL FUNCTIONS

Demonstrate excellent oral, written and electronic communication. Ensure the coordination of information and confidentiality of communications within the agency.

Demonstrate and maintain professional and productive working relationships with all agency departments, staff, board members, and community.

Communicate pertinent information via the various forms of technology and written documentation notes.

Ensure the maintenance of departmental operations to achieve compliance with CARF accreditation, contract requirements, Federal/State/Local regulations and all other licensing/regulatory agencies as directed.

Provide services that are recovery oriented, person centered, incorporate active treatment, are developmentally/age appropriate, culturally sensitive and show respect and dignity.

Provide services that meet the unique needs of adults who are homeless, have substance abuse problems, are seriously mentally ill, or have co-occurring disorders. Assist in accessing community services/resources. Be aware of individual physical restrictions, medical concerns and crisis intervention plans. Ensure the implementation of ISP objectives. Attend Clinical Staffing meetings. Provide assistance in acting as a liaison for individual and family concerns. Provide direct care duties, including activities of daily living, as assigned. Redirect and/or stabilize behaviors of individual's.

According to timelines, ensure the accurate completion of administrative tasks and documentation to include, but not limited to; Payroll, ISP documentation, billing/encounters, case records, vehicle mileage reports, fire drills. Implement therapeutic recreational programs for individuals receiving services. Attend meetings and actively participate in internal and external committees, as assigned. Demonstrate good work habits in the areas of attendance, punctuality and completion of work assignments.

Ensure that agency procedures, licensing and accreditation standards related to health and safety are maintained. Observe for, and immediately respond to, any reported

health and safety concerns or violations. As necessary, complete, process and report incident/accident reports accurately and in a timely manner. Ensure that periodic inspections of hazardous chemicals are conducted in order to ensure the appropriate labeling of chemical containers.

Participate in assigned staff with training, guidance and support.

Able to comprehend written directions from supervisors, or materials in order to assist the individual(s) in implementing individual service plans, emergency crisis plans, self administration of medications. Able to perform basic arithmetic operations.

Demonstrate excellent work habits to include, but not limited to the following: time management, initiative, role modeling, leadership, organizational skills, and multitasking.

Demonstrate superior interpersonal skills in the following areas: tactfulness, maturity, flexibility, resourcefulness, professionalism, diplomacy, reasoning, and decisiveness.

Demonstrate the ability to implement evidenced based practice, in order to produce positive outcomes.

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Employee Signature

Date

ADMINISTRATIVE USE ONLY

Signature/Title

Date