

Recovery Advocate Specialist

Reports to: Operations Director

Position Summary

A Recovery Advocate Specialist (RAS) serves as the point of contact for residents entering our recovery house, ensures residents are following their daily programming and sees to the immediate needs of residents. The RAS will manage incoming calls to Heart Rock, communicate with the Director potential incoming resident's and manage information given to callers. The RAS will facilitate a safe, structured, and supportive environment conducive to facilitating lifelong changes with the women and children we serve. The RAS will encourage both the vision and mission of ODL and Heart Rock.

Primary Responsibilities and Duties

- Ensure residents are following daily programming
- Ensure residents are abiding by the Recovery House rules and regulations
- Providing information and supportive services for staff, residents, and visitors
- Performing other administrative duties as requested by the Operations Director or Leadership team
- Maintaining complete, accurate and timely information on callers, visitors and residents and completing subsequent data entry
- Monitoring security systems, respond to alarms appropriately and apprise management of any security issues
- Perform security checks within the house to increase safety of residents and staff
- Provide residents with information and support as appropriate
- Foster an environment supportive of recovery while providing respects and dignity to residents, staff, visitors, and callers
- Representing the Recovery House during interactions with other agencies and the community at large
- Work with other agency staff on projects or initiatives as directed by the Operations Director
- Ensure the house is fully stocked with essential and necessary grocery items
- Able to work shifts that include holidays
- Other duties as assigned

Skills

- Critical thinking and evaluation skills
- Able to stay calm and use appropriate judgement in responding to any crisis and security situations
- Excellent communications skills (written & verbal). Bi-lingual skills (Spanish) a plus
- Excellent organizational skills
- Punctuality and dependability
- Ability to work independently and as a part of a team
- Able to multi-task
- Advanced attention to detail in documentation, coordination and record keeping
- Able to problem-solve and make appropriate decisions in urgent situations
- Uses appropriate de-escalation and prevention techniques with residents

Qualifications

- Bachelor's degree in social work, human services, psychology or related field OR previous experience in working with individuals in recovery from a substance use disorder
- One or more years in the social/human services, mental health crisis response experience
- Demonstrated professionalism working in teams with internal colleagues and external audiences both in person and through various electronic media
- Commitment to supporting recovery
- Excellent typing skills
- Commitment to providing quality and equitable services to all clients regardless of race, ethnicity, sex, gender identity, religion, age, or sexual orientation
- Ability to pass a criminal background check
- Knowledge of community resources

Heart Rock requires employees to be fully vaccinated as a condition of employment, subject to accommodation for religious/medical reasons.

To Apply: Send resume and salary requirements to brandy@overdoselifeline.org