



Position Title: Recovery Support Navigator

Statement of Duties

Duffy Health Center is a patient-centered medical home, and every role requires functioning effectively using a team-based approach. The Recovery Support Navigator is responsible for providing systems navigation within and outside of Duffy Health Center. Patients served include all established and establishing individuals with substance use disorders (SUD) or are on our Medication for Addiction Treatment (MAT) program. The RSN will support in identifying individual goals of recovery, accessing treatment services, and community resources. The Recovery Support Navigator provides non-clinical services that engage, educate and support individuals seeking treatment and their families in order to motivate and maintain them in health services. Work includes assessing client needs, developing a Wellness Plan, providing interventions, advocating for clients, coordinating with community groups, state and federal agencies, and local organizations to assist clients in obtaining appropriate recovery services, resources, and assistance. This position is deemed non-essential* in the DHC Emergency Operations Plan.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

1. Provides peer support services including building rapport with patients and facilitating referrals to treatment programs based on needs assessment. This may include MAT services at Duffy Health Center or treatment programs in the community.
2. Provides support services in accessing recovery-based resources (recovery housing, peer support communities, etc.).
3. Engages in advocacy to decrease barriers to care.
4. Provide RSN services within framework of associated grant (i.e. CCH, Yarmouth, Dennis grants.)
5. Explains Duffy Health Center's scope of services, including Integrated Care Model to clients.
6. Develops person-centered wellness plans based on patient choice.
7. Provides interventions based on evidenced based substance use disorder practices.



8. Offers short or long-term evidence-based substance use disorder interventions as needed/required.
9. Works collaboratively with members of the multi-disciplinary team at Duffy Health Center in order to provide integrated care.
10. Meets agency productivity standards.
11. Maintains confidential records of RSN activities and records information in the agency's electronic medical record.
12. Ensures right to privacy and confidentiality when releasing information about client to others.
13. Builds relationships with partner agencies, community groups and organizations to strengthen network of resources available.
14. Participates in evaluative and quality assurance activities designed to monitor the appropriateness and effectiveness of the delivery system and RSN services.
15. Prepares reports as required by funding sources.
16. Attends administrative, client focused and other meetings as required; may represent Duffy Health Center in community meetings. This includes community outreach events within and outside of typical business hours.

Recommended Minimum Qualifications

Physical and Mental Requirements

Employee works in a healthcare office and out in the field while assisting clients. Employee is required to walk, sit, talk/listen and use hands more than 2/3rd of the time; and stand and reach up to 1/3rd of the time. Employee occasionally lifts up to 10 lbs., and may have occasion to up to 30lbs. Normal vision is required for the position. Equipment operated includes office machines, automobile, and computers. Employee may be exposed to hostile individuals and/or situations.

Requirements under the DHC Emergency Operations Plan

During a declared Emergency, staff deemed as Essential Personnel are expected to work onsite at Duffy Health Center and Non-Essential Personnel are expected to work remotely. This position is Non-Essential and therefore this position may be expected to work remotely' during a declared emergency.



Education and Experience

- A candidate for this position must have a High School Diploma or GED as well as at least two (2) years of experience within substance use disorder services, preferably working with the homeless/at risk population; or an equivalent combination of education and experience.
- A candidate must have lived experience with addiction and must identify as being in recovery. Candidate must demonstrate ability to maintain (2) years of sustained and uninterrupted recovery at time of hire required; 3-5 years of sustained and uninterrupted recovery preferred.

Licenses and Certifications Required

A candidate for this position must have a valid driver's license and own transportation.

Knowledge, Skills and Abilities

A candidate for this position should have:

Knowledge of:

- Understanding of harm reduction strategies as well as access to harm reduction services.
- Demonstrated understanding of the multiple pathways approach to recovery from SUD and willingness to embrace a patient-centered, patient-driven approach that recognizes an individual's preferences and autonomy. Recovery by any means possible
- Demonstrated understanding of the efficacy of Medication for Addiction Treatment (MAT) as one of the multiple pathways to recovery
- Resource availability, service costs, and budgetary parameters
- Local groups and organizations providing social services
- Recovery focused practices and procedures
- Issues related to homeless and at-risk individuals, including: mental illness, substance abuse, criminal history, and physical and sexual abuse
- Protocol for handling crisis situations
- HIPAA regulations
- Trauma informed care
- Motivational interviewing.

Skill in:

- Assessing and addressing the needs of homeless and at-risk individuals
- Monitoring and managing client care
- Handling multiple priorities simultaneously in a timely manner
- Planning and problem solving
- Collecting and recording information and preparing reports
- Effective written and verbal communication.



And ability to:

- Be fiscally responsible in carrying out all case management functions and activities
- Have sensitivity for a population who has experienced trauma
- Maintain confidentiality of information
- Interact effectively with homeless and at-risk individuals
- Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH.

Essential*

*Employees designated as “essential,” a standard Incident Command term used in Emergency Management, typically work on-site to provide direct clinical care or management of such.

Non-essential*

*Employees designated as “non-essential,” a standard Incident Command term used in Emergency Management, typically work off-site remotely to provide either clinical or administrative support to clinical operations.

