



Position Title: Recovery Coach
Department: Substance Use Disorder (SUD)
Grade: 2
Salary Range:

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 Coach (RC) will provide peer recovery support services to patients with substance use disorder (SUD) and will assist patients in achieving and sustaining recovery as defined by each individual patient. This position will facilitate patient access to recovery-oriented substance use disorder treatment, resources, and community recovery groups. The RC will support patients with identifying and engaging in holistic care for their SUD across multiple systems and frameworks. This position will maintain ongoing patient support regardless of return to use and will serve as a motivator, ally, role model, sounding board, and advocate for patients with substance use disorders. The RC should possess a thorough understanding of community culture to address the barriers to successful recovery, use human experience language in place of clinical jargon, and provide links to community resources and treatment options. 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. Explain Recovery Coaching peer-to-peer support to Recoveree during initial contact. Assist the Recoveree in creating their Wellness Plan.
2. Works collaboratively with treatment team in support of evidence-based services to patients with SUD
3. Serves as a liaison between the recovery community, the addiction treatment system, the medical treatment system, and the patient's community, family, and social context to facilitate connections across systems of care
4. Addresses barriers to successful recovery and serves as role model and advocate
5. Conducts active outreach efforts to encourage attendance and participation in recovery-oriented, self-help, and pro-social groups

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6. Assists with access to treatment for SUD and co-occurring conditions, understanding and using systems and procedures to rapidly support identified needs of the patient
7. Meet with patients in clinical and community settings to understand their needs and personal goals, support the exploration of potential positive and negative consequences associated with personal goals and work collaboratively with the patient to remove obstacles that might interfere with goal attainment.
8. Negotiate and create opportunities for access to treatment and social services with patient's participation; advocate on behalf of patients to help decrease barriers to care
9. Educate patients about addiction safe use practices, multiple pathways of recovery and utilize motivational interviewing techniques to explore ambiguity and tip the scales towards healthy decision-making
10. Advocate and support the patient's voice during the care team's consideration and development of a comprehensive treatment plan
11. Be available to provide support to patients in immediate risk of using substances or for other time-sensitive matters during regular business hours and to develop with the patient interwoven local, natural and clinical supports and resources outside of business hours.
12. Be available and accessible to patients over time, regardless of where they are in their recovery. Clearly and effectively offer to facilitate communication between the patient, PCP, and any external providers maintaining appropriate confidentiality procedures and boundaries
13. Maintains confidential records in Duffy's electronic medical record

Recommended Minimum Qualifications

Physical and Mental Requirements

Minimum 2 years in sustained recovery at the time of application. 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. Employees occasionally lift 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. Employees may be exposed to hostile individuals and/or situations.

Education and Experience

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- A candidate for this position must have a High School Diploma or GED as well as experience working in substance use disorder treatment for a minimum of 1 year, required. Preferred experience 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.
- Must have or be working to earn a Certified Addiction Recovery Coach (CARC) certification.

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.
- Strong advocacy skills along with knowledge of community-based services, resources, and local recovery community
- 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
- Excels at problem-solving, time management with the ability to multi-task; organized, efficient and process directed
- Ability to maintain effective working relationships to include effective boundaries with patients/families and staff
- Duffy Health Center's protocols for handling crisis situations
- HIPAA regulations
- Trauma informed care
- Motivational interviewing

Skills in:

- Strong advocacy skills along with knowledge of community-based services, resources, and local recovery community
- Excellent interpersonal, written and verbal communication skills
- Effective use of the Internet and Microsoft Office programs such as Word and Outlook
- Bilingual candidates are encouraged to apply.

Ability to:

- Be fiscally responsible in carrying out all case management functions and activities.
- Have sensitivity for a population who has experienced trauma.

Commented [HN1]: Do you want to include harm reduction here too?

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- 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.

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.

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.

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