

Job Description Title:	Recovery Specialist	Primary Supervisor(s):	Special Programs Team Lead
Department/Group:	Direct Services	Secondary Supervisor(s):	Chief Programs Officer
Location:	Remote	Travel Required:	Yes
FLSA Classification:	Non-exempt	Position Status (FT, PT, etc.):	FT
General Workday/Week:	M-F, 8-4	Physical Demands:	Light
Education and Experience:	Bachelor's Degree in related field of Social Work, Sociology, or Psychology preferred	Performance Expectations:	See below
Mission Statement:			
Our programs employ the best practices in the industry and we employ them with the highest level of excellence that we know how. We seek constant improvement; improvement requires change. Therefore, change is the normal way of life in how we serve our clients and do business.			
Values:			
At the West Virginia Coalition to End Homelessness, we believe in what we do. People matter. People don't have roofs over their heads. People don't have doors that lock. We don't think that's the way things should be, and we are doing our best to stop it. Everyone at WVCEH has a part to play in ensuring people who are experiencing homelessness are stabilized in housing quickly and permanently.			
Position Summary:			
The Recovery Specialist supports clients in recovery from a substance use disorder, serving as a role model, mentor, advocate, and motivator to recovering individuals or individuals newly housed in Recovery Housing post-discharge from a treatment facility. They assist clients currently in recovery by helping to identify their personal interests, goals, strengths and weaknesses regarding recovery, and establishing the realization that substance use can be but a moment in their lives, not a defining factor.			
Primary Responsibilities/Essential Job Duties:			
<ul style="list-style-type: none"> • Learn, or be willing to learn, motivational interviewing, active listening, harm reduction techniques, and other best practices in motivating those using or in recovery to build and execute on their own goals toward recovery. • Be cognizant of the breadth of community substance use, mental health, physical health, mainstream benefits, and other resources to assist clients in achieving and maintaining long-term stability, purpose, and independence. • Link individuals to appropriate professional resources when needed. Provide vision-driven hope and encouragement for opportunities at varying levels of involvement in community-based activities (e.g., work, school, relationships, physical activity, self-directed hobbies, etc.) • Develop relationships with community groups/agencies in partnership with others in the agency, developing a wider knowledge base that increases resources for recovering persons to assist them in becoming familiar with potential opportunities in their communities. • Take responsibility for ongoing follow-up with those who have exited the program in order to ensure ongoing success and stability. 			

- Track all client encounters and outcomes in a client-level database. Without exception, all Mobile Recovery Housing Stabilization Case Managers must regularly track interactions, processes, and outcomes, allowing for comparative analysis of successful techniques across communities.
- Mobile Recovery Housing Stabilization Case Managers will be expected to be self-motivated, passionate about the work, and have fidelity of practice and singularity of purpose in the realization that lives hang in the balance relative to their success in communities across WV.
- Mobile Recovery Housing Stabilization Case Managers will have an understanding in all areas related to homelessness, substance abuse and mental health and will have prior experience with people experiencing homelessness.
- Aim to achieve housing stability into permanent housing resources for 100% of participants served.
- Maintain weekly contact with a case load of 15-20 clients in recovery
- Participate in training opportunities as available, including but not limited to:
 - o Cultural competency, motivational interviewing, suicide prevention, trauma-informed care, person-centered care, use of the VI-SPDAT, SPDAT, Housing First, Critical Time Intervention and housing procurement and support as well as other WVCEH required trainings.
- Enter client-level data of services to the Homeless Management Information System in real-time, or within 48 hours of contact or service provision.
- Complete training and administer GPRA with all clients
- Comply with all applicable standards of the WVCEH Personnel Manual and WVCEH Policies and Procedures
- Professional, mature demeanor with the ability to work independently is a must.
- Report any unethical or unprofessional practices to both the Director of Housing Stabilization and the Community Relations Director

PHYSICAL / ENVIRONMENTAL DEMANDS: *The table below shows how much on-the-job time is spent on the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		x		
Walking		x		
Sitting				x
Using hands to finger, handle or feel				x
Reaching with hands and arms				x
Climbing or balancing	x			
Stooping, kneeling, crouching, or crawling		x		
Talking or hearing				x
Tasting or smelling	x			
Other: Please describe.				

This position is described as **moderate physical activity** performing non-strenuous daily activities of an administrative nature in a home office and in the hospital and community setting. The noise level is moderate, as typical of a business office setting or hospital setting with computers, printers, traffic lights and phone conversations. Travel is required.

Equipment Used: Photocopiers, Scanners, Desktop Computer and phone-systems.

Materials Used: Office supplies (e.g., bond paper, correction fluid, markers, toner).

Noise: Moderate noise.

REQUIRED CERTIFICATIONS/EXPERIENCE

- Successful candidate will be a highly motivated self-starter, able to prioritize tasks and manage a complex array of needs.
- Applicant should have an understanding in all areas related to homelessness, substance abuse and mental health.
- Ideally, candidates will have prior experience with people experiencing homelessness.
- Must have good problem-solving skills, communication and conflict resolution skills, and be proficient with computers.
- Prior experience using the Homeless Management Information System (HMIS) is a plus but not required.
- Applicant will need an understanding of community resources and the wherewithal to navigate complex eligibility requirements for community resources.
- Professional, mature demeanor with the ability to work independently is required.
- The successful candidate will have reliable transportation and must be willing to travel occasionally throughout the designated region and to State office in Bridgeport, WV.
- Although a Bachelor's Degree is not required, it is preferred. Past experience working in a case management role will be taken into consideration.
- COVID-19 vaccination is required at WVCEH unless a reasonable accommodation or religious exemption is granted under the ADA.

Benefits

Benefits include health, dental, vision, PTO (4 weeks accrued over the first year), Holidays (12 per year), and 401K.

Salary

Salary will be based on qualifications and experience. There will be minimal room for salary negotiations as this is a grant-funded position.

Work Activities

- **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.
- **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- **Communicating with People Outside the Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Competencies

To perform the job successfully, an individual should be competent in the work styles, knowledge, skills and abilities listed below.

- A knowledge of the homeless population systems and programs
- Ability to work independently in the field and as part of a team in various settings as necessary
- Ability to build relationships with landlords and clients
- Ability to demonstrate creative and solution-focused problem-solving skills
- Experience with Homeless Management Information System (HMIS)
- Belief in harm reduction, naloxone use and distribution

Work Styles

- **Concern for Others** — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- **Integrity** — Job requires being honest and ethical.
- **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Initiative** — Job requires a willingness to take on responsibilities and challenges.
- **Persistence** — Job requires persistence in the face of obstacles.
- **Reducing harm** — Job requires belief that individuals should be provided resources to reduce harm
- **Self-Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

Knowledge

- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skills

- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Service Orientation** — Actively looking for ways to help people.
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

- **Speaking** — Talking to others to convey information effectively.
- **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Abilities

- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.

APPROVAL AND ACKNOWLEDGEMENT

 Manager's Name

 Title

 Manager's Signature

 Date

 Employee's Name

 Title

 Employee's Signature

 Date