

JOB DESCRIPTION

Job Title:	Recovery Coach
Reports to:	Recovery Coach – Team Lead
Team:	Resident Service
Location:	Main Campus
Status:	Full-time Part-time Casual
Date:	January 2024

ORGANIZATIONAL STATEMENT

Simon House Recovery Centre guides and empowers men to achieve long-term recovery from addiction and all its effects.

POSITION GOAL

To ensure effective and complete resident care and daily business operations.

POSITION SUMMARY

This position reports to the Recovery Coach – Team Lead. This position is responsible for the duties listed below in the areas of Leadership, Resident Care, Administrative Duties, Operational Duties, and Community Relations. This position supports the team of Recovery Coaches, the AfterCARE and FamilyCARE division and counsellors in the provision of the highest level of recovery treatment services. This position is supported by the counselling staff who are on call during the evenings and weekends.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Leadership

- Model Simon House's **Core Values** of *compassion, acceptance, collaboration, integrity, humility, and innovation* with all interactions with staff and residents
- Excellent communicator with strong organizational skills, resident focused and commitment to provide quality service.
- Lead by example for staff and residents in personal conduct, with the goal of fostering an environment of communication, trust and accountability
- Ensure cultural sensitivity, competence and inclusion in practice and procedures
- Report any safety concerns in accordance with policy and procedures, in writing
- Understand, communicate, and follow all COVID-19 protocols

Resident Care

- Interact with all residents to establish rapport including modeling the organizations **Core Values** of *compassion, acceptance, collaboration, integrity, humility, and innovation*
- Assist residents in settling in by introducing them to the brothers, explaining the chore list, group times and house meeting times (6:15, Seniors, Brothers, Sponsor, Alumni, Grad)
- Ensure that the new residents have access to the vans for meetings during the first seven days of residency.
- Maintain resident rapport to assist the resident in developing self-sufficiency, behavior modification as guided by the resident contract of conduct and obligations and the 12 Step model of recovery.

Administrative Duties

Tasks associated with the main desk such as FYI Database entries (journal, payments, resident case notes, telephone inquiries, dispensing of medication, completion of Telephone Intake Questionnaire, visitor and contractor supervision and sign in).

- Log all resident interactions in FYI to maintain consistent and thorough documentation and information communication with the counselling team and management.
- Complete the intake process of a new resident
- Complete Resident Movement and Exit forms ensuring that the information is distributed to management as required.
- Maintain In House Sponsee list, and supervise Bowness Senior Centre meeting set up.
- Coordinate vehicles for meetings, volunteer events and bingos

Operational Duties

- Perform urinalysis and breathalyzer tests as per the drug testing schedule
- Ensure empty beds and rooms are clean and ready for new residents including the packing up and completion of an inventory of an exited resident.
- Maintain a clean and safe work environment which includes resident chore supervision, light housekeeping of the main office and staff washrooms, including the Thursday Night weekly clean up.
- Perform room and bed checks as per policy.
- Assist new residents in obtaining bedding, clothing and toiletries as required.
- Prepare food as necessary and oversee snack times.
- Medication audits (for night staff trained in the medication audit process and remediation)
- Ensure donations are processed appropriately - stored neatly or marked for donation

Community Relations

- Answer telephone inquiries from the public, directing them appropriately
- Welcome guests and contractors to the facility and ensure that each receives a positive first impression

- Represent Simon House in various opportunities as part of community engagement and interagency relationships
- Work with volunteers (external/internal) and alumni to ensure clear communication and services

And other duties as required from time to time

Skills and Competencies

- Working knowledge of the 12 Steps of Alcoholics Anonymous is strongly preferred
- A degree or diploma in a social services field is preferred
- Conflict resolution communication and relationship skills and training
- Ability to manage and de-escalate stressful situations
- Ability to communicate effectively with residents of different backgrounds, cultures and education levels
- Ability to model and live the organization's values
- Demonstrated willingness to continue learning in the field of addiction treatment

Working Conditions, Expectations and Requirements

- Hours of work per week will be dependent on what is outlined in the employment agreement
- Evening, overnight and weekend work is required
- Access to a vehicle may be required
- Vulnerable Sector Police Check is required
- Standard First Aid and CPR is required
- FOIP, WHMIS, Naloxone and Narcan administration training is required
- Meals provided while on shift
- Ongoing support and training for professional growth