



## **Job Description**

**EMPLOYEE CATEGORY:** Recovery Care Technician

**WORKING HOURS:** Sunday-Saturday

**STATUS:** Non-Exempt

**REPORT TO:** Recovery Care Technician Manager

**GENERAL DUTIES:** The function of the Recovery Care Technician Team sets the first impression of the organization with all clients, client logistics, greet visitors, potential donors, and the community at large. This team is responsible for exhibiting the highest standards of service and performance in all our activities; further promotes the mission, vision, and client-centered service objectives of the organization.

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### **KEY RESPONSIBILITIES:**

- Complete general tasks as necessary related to day-to-day operations.
- Monitoring and managing the safety and security of clients and the facility.
- Ability to establish and maintain effective working relationships with clients, administrative and program staff. Demonstrate customer service practices, cultural competency, and demonstrate ethical competence.

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### **KEY PERFORMANCE INDICATORS:**

- Ability to function under stressful/ fast paced working conditions.
  - Ability to understand and follow both oral and written instructions.
  - Explain facility guidelines and procedures related to the client; Conduct new client orientations, record violations (via email) to clinical staff; perform bed checks, perimeter checks.
  - Perform Client Transports with company vehicles for company business/ client appointments when necessary. Only employees aged 26 or older may transport clients.
  - Administers urine specimen collection, administer over the counter medications.
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**SKILLS AND ABILITIES REQUIRED:**

- Fluent in Microsoft Word, Excel, and EMR Systems & Databases.
  - Communication; verbal, non-verbal, written, and interpersonal
  - Effectively works with leadership and team members.
  - Confidentiality to employee data and information relating to the TEAM
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**REQUIREMENTS:**

- Performs all other duties as needed by the management team.
- Working knowledge of PBX phone systems, Microsoft products (outlook, word, excel and power point). EMR system experience is a plus
- Must pass a pre-employment background.
- The recovery care team members must maintain a valid driver's license and insurance to drive company vehicles for business purposes.

**ACCEPTANCE:**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor/Human Resource

\_\_\_\_\_  
Date