



Job Description

EMPLOYEE CATEGORY:	Recovery Care Technician
WORKING HOURS:	Sunday-Saturday
STATUS:	Non-Exempt
REPORT TO:	Recovery Care Technician Manager
GENERAL DUTIES:	Recovery Care Technicians establish the first impression of Lifetime Recovery with all clients, 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.

KEY RESPONSIBILITIES:

1. Complete general tasks as necessary related to day-to-day operations.
2. Monitor and manage the safety and security of clients and the facilities.
3. Ability to establish and maintain effective working relationships with clients, administrative and program staff. Demonstrate customer service practices, cultural & ethical competence.

KEY PERFORMANCE INDICATORS:

1. Ability to function under stressful/ fast paced working conditions.
2. Ability to understand and follow both oral and written instructions.
3. Explain facility guidelines and procedures related to clients; Conduct new client orientations, Record violations (via email) to clinical staff; Perform bed and perimeter checks.
4. Perform client transports with Lifetime's vehicles for business/client appointments when necessary. (Only employees 26 years or older may transport clients).
5. Administer urine specimen collection and over the counter medications.

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
- Bilingual preferred; at a minimum, the ability to understand and to make oneself understood to Spanish speaking individuals.



REQUIREMENTS:

- Perform all other duties as needed by the management team.
- Working knowledge of PBX phone systems, Microsoft products (outlook, word, excels and power point). EMR system experience is a plus
- Must pass a pre-employment background.
- 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 Resources

Date