



## Job Description

**JOB TITLE:** RSS / Liaison / Recovery Coach  
**DEPARTMENT:** RSS/Recovery  
**REPORTS TO:** Program Manager  
**FLSA STATUS:** Non-Exempt  
**PREPARED BY:** Amelia Reed  
**APPROVED BY:** Human Resources  
**APPROVED DATE:** November 30, 2016  
**REVIEW DATE:** May 20, 2019

**SUMMARY:** Promotes a recovery-based approach to client care that emphasizes hope, respect, self-direction and empowerment by providing peer support, personal assistance, education on community resources and other supportive services, to aid in members' recovery from mental illness and/or addiction disorders.

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### EMPLOYMENT OBJECTIVES:

- Interact with new and existing clients for potential recovery support services.
  - Interact with new and existing clients for possible coaching.
  - Daily meetings and greeting one or two months per coach new participants.
  - Log trackable activity with participants in files, referral books, and outlook calendar daily. Adjust by end of week for accuracy.
  - Support clients in their decision making.
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## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provides and log bus passes for participants to and from appointments as appropriate.
  - Check attendance to RSS before additional passes.
  - Relates recovery process in a positive and supportive manner through coaching, role modeling and mentoring to assist participants in developing skills to achieve their goals.
  - Work with participants on a peer-driven, self-developed recovery plan to be shared with their RC; that includes goals of the participant/family, community resources and family supports and crisis prevention plan.
  - Works with participant to navigate and use community resources in an effective manner.
  - Provides information on service options at LTR direct contracted agencies and fulfills referral requirements when indicated.
  - Completes documentation for behavioral health record in accordance with agency and funding source requirements.
  - Advocates for participants, as needed, to ensure delivery of necessary services.
  - Provides crisis intervention, as needed, and notifies Supervisor and treatment team.
  - Provides a minimum of 8 referrals each month in the following core services: employment, health & wellness, and nutrition.
  - Performs and electronically documents 100% of the coached caseload engagement follow-up's every month.
  - Performs and electronically documents outpatient no-show follow-up daily.
  - Communicates by phone, text, email, or in person with all coached clients monthly and records status in client electronic and physical file.
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## **SKILLS AND ABILITIES REQUIRED:**

- Ability to type 30 words per minute.
- Ability to answer calls on a multi-line telephone system.
- Limited knowledge of computer software to include word processing, spreadsheet, internet, and e-mail programs.
- Ability to communicate both verbally and in writing.
- Ability to establish and maintain effective working relationships with administrative and program staff.
- Ability to maintain absolute confidentiality of medical and personal information regarding clients, staff, and the Agency.
- Ability to function under stressful working conditions.
- Ability to understand and follow oral and written instructions.

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## **MINIMUM REQUIREMENTS**

- High School Diploma/GED
- If in recovery, having at least one year's free from addictive chemical abuse or dependency and maintain continuous sobriety

### **Additional Requirements:**

- Valid Texas Driver's license, proof of current insurance and willingness to use personal vehicle. Driver's license is an essential requirement for performing duties for this position.
  - Clean Motor Vehicle Record - no more than 2 moving violations or a license suspension in past 3 years.
  - 1st Aid, CPR, Background and Fingerprint Clearance, if required by program.
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## **Supervisory Responsibilities**

No supervisory experience needed for this position

## **Training Requirements – As required**

### **Language Skills**

**Bilingual (English/Spanish) preferred but not required.**

### **Reasoning Ability**

Able to make decisions based on information and be able to do basic math transactions.

### **Certificates, Licenses, Registrations**

Recovery Coach certification preferred

### **Physical Demands**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of the job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel; crouch or crawl; talk or hear; and taste and smell and operate vehicles. Employees must be over the age of 25 to transport clients.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions. Office environment.

**Additional Requirements**

Employee will attend work regularly in accordance with agency leave policy. Only employees age 26 or over may transport clients.



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**Employee**

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**Date**

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**Supervisor**

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**Date**