**UPPER GREAT LAKES FAMILY HEALTH CENTER**

JOB DESCRIPTION

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| **Job Title:** | Peer Recovery Coach | **FLSA**  **Status:** | Non-exempt |
| **Effective Date:** |  | **Supervised By:** | Behavioral Health Program Manager |
| **Revised Date:** |  | **Approved By:** | HR |

**BASIC FUNCTION**

The Peer Recovery Coach works as a personal guide and mentor for UGL patients seeking, or already in, recovery from substance use disorders (SUD) by creating and sustaining networks of formal and informal services.

**PRIMARY RESPONSIBILITIES AND DUTIES**

1. Provides non-clinical, peer-based support program following organizational guidelines and processes.
   1. Acts as a role model while understanding that each patient pathway to recovery is patient-determined.
   2. Mentors patients and helps them identify and remove barriers and obstacles to their recovery.
   3. Assists with creating resource guides and ensures updates are made appropriately.
   4. Connects with by phone and in person with patients and provides mentoring including sharing personal experiences living with, and recovery from, a substance use disorder.
   5. Monitors referral notifications and arranges patient introduction meetings and appointments.
   6. Follows up with patients to build and maintain the patient engagement in the recovery process and to reduce the likelihood of relapse.
   7. Ensures interactions with patients promotes positive influences through their journey toward recovery and wellness and promotes an atmosphere that is conducive to a positive professional relationship with patients, their families and support persons, and other community service organizations.
   8. Utilizes a strength-based perspective to assist the patient to identify all resources necessary, including prevention strategies and the integration and coordination of physical and behavioral health services to help attain and maintain recovery and prevent relapse.
   9. Conducts pre-and post-assessment of patients and documents in electronic health record.
   10. Utilizes the Northcare billing system to code visits.
   11. Records attempted and completed interactions with patient in the electronic health record.
   12. Arranges transportation for patients to various locations, as appropriate.
2. Engages in group discussion huddles, team meetings, and nursing peer review as appropriate:
   1. Provides feedback during discussions concerning meeting topics.
   2. Establishes action items based on discussions as necessary.
   3. Completes action item follow up as necessary.
   4. Demonstrates professionalism during discussions.

**GENERAL PROFESSIONAL DEVELOPMENT**

1. Organization: Displays basic organizational skills to self-prioritize and organize own work.
2. Problem Solving: Uses established alternatives and modifies approaches in response to situations encountered.
3. Analysis: Receives and interprets routine information.
4. Problem Resolution: Exercises tact and diplomacy in the resolution of mild conflicts or disagreements.
5. Communication: Provides or exchanges routine information in a professional manner.

**PROFESSIONAL/TECHNICAL KNOWLEDGE, SKILLS & ABILITIES**

1. Possesses the equivalent of formal training in healthcare, generally obtained in the form of a post-HS certification.
2. Maintains a current knowledge of evidence-based substance use disorder recovery, typically acquired through continuing education.

**LICENSES & CERTIFICATIONS**

1. Completion of MDHHS Peer Recovery Coach training
2. Completion of CCAR Recovery Coach training
3. CPR-BLS Certification

**TECHNICAL SKILLS**

1. Prepares basic correspondence and simple reports using Microsoft Office Suite.
2. Demonstrates proficiency with all electronic clinical systems, including EHR and scheduling systems, in use at the health center.
3. Uses Northcare’s billing platform.

**COMMUNICATION SKILLS**

1. Communicates complex concepts in a clear effective manner for a general audience.
2. Possesses excellent cross-cultural communication skills.
3. Uses personal recovery experiences to relate to patients, as appropriate.

**OTHER REQUIRMENTS**

* + - 1. Must be recovered from a substance use disorder with a minimum of two years of continuous sobriety immediately preceding date of hire.
      2. Have a SUD, co-occurring disorder(s), and/or non-substance addictive disorder(s) and have received treatment from a public or private provider.

**WoRKING CONDITIONS**:

1. Work is performed in a clinic environment.
2. This is a non-exempt position, working beyond 40 hours in a week may be assigned based on organizational needs.
3. Requires regular sitting, standing, walking, and lifting of up to 25 pounds.
4. Occasional travel between clinic locations.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the work. UGLFHC reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and UGLFHC continues to maintain its status as an at-will employer.

**I hereby acknowledge that I have read and understand the above-mentioned job duties, qualifications, policies, and procedures for this position. I also certify that I received a copy of this job description.**

Employee: Date: