Appendices

**MENTAL HEALTH ASSOCIATION OF SOUTHEAST PENNSYLVANIA**

**Job Description**

**SAMPLE**

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| --- | --- | --- | --- |
| **DEPARTMENT** | Service Operations | **LOCATION** |  |
| **JOB TITLE** | Lead Recovery Coach | **JOB FAMILY** |  |
| **REPORTS TO** | Program Manager | **DIRECT REPORTS** |  |
| **SALARY BAND** |  | **FLSA STATUS** |  [ ]  Exempt [x] Nonexempt |
| **JOB SUMMARY** |
| The Lead Recovery Coach resolves problems using standard procedures or organizational policies and understands key organizational drivers that influence the execution of initiatives, services, and work processes within a service. The Lead Recovery Coach also provides direction to entry level Recovery Workers/Recovery Coaches and provides technical guidance within a service and/or executes tasks within a service and demonstrates level of knowledge and skills to consistently meet or exceed service requirements. |
| **ESSENTIAL JOB DUTIES** |
| **Leadership*** Provides direction to entry level Recovery Workers/Recovery Coaches and provides technical guidance within a service and/or executes tasks within a service
* Trains others on facilitation of classes that teach the participants the skills available for his/her recovery so that they may internalize a sense of wellness and self-worth
* Trains others in how to handle other aspects of their work.
* Ensures team understands policies and process related to the program.
* Mentors others on use of Electronic records system
* Leads routine meetings to address administrative issues.
* Is a super user on Credible system
* Assists manager conduct presentations to providers about the program.

**Peer Support/Coaching*** Applies general knowledge of Recovery services to complete small projects or conduct a series of tasks with a limited degree of supervision
* Works with participant to identify, develop, and access supports to increase his/her success in community integration and community inclusion
* Supports and teaches recovery principals and recovery tools and models personal responsibility, self-advocacy, and hopefulness
* Facilitates the participant's self-review of progress upon each encounter
* In partnership with each participant assesses their hopes, strengths, accomplishments and challenges in order to achieve his/her stated goals
* In partnership with each participant develops the recovery plan and his/her support system in order to support him/her in becoming self-sufficient
* Supports participants in the self-management of critical or crisis situations.
* Supports participants’ in coordinating with or in choosing his/her significant and relevant supports in order to arrange services or resources to achieve his/her goals.
* Assists the individual in preparation and recording of the peer support recovery plan, encounter notes, and other documents that verify service delivery using person-first language, in a timely manner according to established compliance standards.
* Uses knowledge, skills, training from Certified Peer Specialist training and MHASP’s Work Place Capability training to model, coach, support and advocate with participants.

**ADMINISTRATIVE** * Enters participant data in the Electronic Healthcare Records system upon intake.
* Ensures that all participants’ visits are documented in EHR immediately.
* Ensures that all data is correct by verifying information with the participant on every visit.
* Participates in weekly supervision and in team review of documentation of the comprehensive assessment of participants in various life domains.
* Creates weekly schedule that meets existing program productivity standards and supervision,
* Participates in staff meetings and trainings.

**PROGRAM SPECIFIC DUTIES (Depends on the Program)*** May be responsible for handling on-call issues on the weekends and some evening hours.
* May be responsible for working in partnership with the Program Manager in providing support to evening and weekend staff.
* May be responsible for providing input on performance evaluations.

**OTHER DUTIES*** Provides technical information to service managers, and executes routine assignments within a service
* Demonstrates level of knowledge and skills within a specific activity to consistently meet or exceed service requirements
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| **ENTRY LEVEL REQUIRMENTS****Education/Certificate/License/Skills and/or Experience** |
| * Bachelor’s Degree, preferred or related experience
* Credentialed as a Certified Peer Specialist.
* Minimum of four years of experience in a behavioral health work environment
* Must possess a valid driver’s license.
* Demonstrated knowledgeable of the local Mental Health System
* Demonstrated ability to create, read and send e-mail through Google.
* Proficient in Microsoft Word
* Ability to use the Internet to gather information required for the program or program participant
* Must possess basic computer skills to perform job duties including desktop computing, email, time sheet management, electronic health records, using Microsoft Office Applications, ADP and other relevant software
* Must have basic electronic communication and internet skills to gather information required for the program or program participants.
* Must be able to use new computer systems and/or software functions as they become available.
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| **KEY PERFORMANCE INDICATORS** |
| * Demonstrated leadership on Credible system knowledge
* Demonstrated leadership as a recovery coach
* Demonstrated leadership in ability to advocacy principles
* Demonstrated leadership of recovery principles and recovery-oriented treatment programs
* Demonstrated consistent behaviors in patience, creativity, flexibility, compassion, and sensitivity to persons with disabilities and other minority populations
* Demonstrated ability to adhere to a flex schedule which allows for evening and weekend hours as may be required to respond to individual needs
* Completion of 18 hours of continuing education per year, with 12 hours specific to peer support
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| **PHYSICAL DEMANDS** |
| * While performing the duties of this job, the employee is required to sit at a desk with ergonomically appropriate equipment and to do some light lifting up to 25 lbs., climb steps, and walk around multiple MHASP locations and in the community in areas that may not be handicap assessable. Reasonable accommodations will be made to enable individuals with disabilities to perform his/her essential job duties.
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| **EMPLOYEE SIGNATURE** |
| By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that MHASP may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.Employee Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |

### **MENTAL HEALTH ASSOCIATION OF SOUTHEASTERN PENNSYLVANIA**

### **Job Description**

### **SAMPLE**

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| **DEPARTMENT** |  | **LOCATION** |  |
| **JOB TITLE** | Recovery Coach | **JOB FAMILY** | Recovery |
| **REPORTS TO** | Service Manager, Supervisor or Director | **DIRECT REPORTS** | None |
| **SALARY BAND** | Two | **FLSA STATUS** |  [ ]  Exempt [x] Nonexempt |
| **JOB SUMMARY** |
| TheRecovery Coach provides flexible, community based services that are designed to promote the empowerment, recovery, and community integration of individuals who have severe mental health challenges by facilitating opportunities for individuals receiving service to direct their own recovery and advocacy process, by teaching and supporting the acquisition and utilization of skills needed to facilitate the individual’s recovery, promoting the knowledge of available service options and choices and the utilization of natural resources in the community, and helping facilitate the development of a sense of wellness and self-worth.  |
| **ESSENTIAL JOB DUTIES** |
| **Peer Support/Coaching*** Applies general knowledge of Recovery services to complete small projects or conduct a series of tasks with a limited degree of supervision
* Works with participant to identify, develop, and access supports to increase his/her success in community integration and community inclusion
* Supports and teaches recovery and recovery tools and models personal responsibility, self-advocacy, and hopefulness
* Facilitates the participant's self-review of progress upon each encounter
* In partnership with each participant assesses their hopes, strengths, accomplishments and challenges in order to achieve his/her stated goals
* In partnership with each participant develops the recovery plan and his/her support system in order to support him/her in becoming self-sufficient
* Supports participants in the self-management of critical or crisis situations.
* Supports participants’ in coordinating with or in choosing his/her significant and relevant supports in order to arrange services or resources to achieve his/her goals.
* Assists the individual in preparation and recording of the peer support recovery plan, encounter notes, and other documents that verify service delivery using person-first language, in a timely manner according to established quality and regulatory standards.
* Uses knowledge, skills, training from Certified Peer Specialist training and MHASP’s Work Place Capability training to model, coach, support and advocate with participants.
* Escorts participants when necessary and ensures participants safety when participating in events, visits, and other interactions.

**EHR*** Enters participant data in the Electronic Healthcare Records system upon intake.
* Ensures that all participants’ visits are documented in EHR immediately
* Ensures that all  data is correct by verifying information with the participant on every visit

**Administrative** * Participates in weekly supervision and in team review of documentation of the comprehensive assessment of participants in various life domains
* Creates weekly schedule that meets existing program productivity standards and supervision,
* Participates in staff meetings and trainings.

**Other Duties*** Provides technical information to service managers, and executes routine assignments within a service
* Demonstrates level of knowledge and skills within a specific activity to consistently meet or exceed service requirements
* Reports any activities that may violate established laws, regulations, policies or procedures. Raises questions about any actions contrary to law or policy taken by another staff member or employee or yourself, and reports the matter to management or to the Director of QI & C and/ or Human Resources
* Other duties as assigned.
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| **ENTRY LEVEL REQUIRMENTS:****Education/Certificate/License/Skills and/or Experience** |
| * Minimum of a High School or GED Diploma; Associates Degree in a Human Services related field is preferred
* Credentialed as a Certified Peer Specialist.
* Minimum of three years of experience in a behavioral health work environment
* Must possess a valid driver’s license.
* Demonstrated knowledge of the local Mental Health System
* Demonstrated ability to create, read and send e-mail through Google.
* Proficient in Microsoft Word
* Must possess basic computer skills to perform job duties including desktop computing, email, time sheet management, electronic health records, using Microsoft Office Applications, ADP and other relevant software
* Must have basic electronic communication and internet skills to gather information required for the program or program participants.
* Must be able to use new computer systems and/or software functions as they become available.
 |
| **KEY PERFORMANCE INDICATORS** |
| * Demonstrated ability to advocate with participants
* Demonstrated ability to keep boundaries and form appropriate professional relationships with participants.
* Demonstrated knowledge of recovery principles and recovery-oriented treatment programs
* Demonstrated consistent behaviors in patience, creativity, flexibility, compassion, and sensitivity to persons with disabilities and other minority populations
* Demonstrated ability to adhere to a flex schedule which allows for evening and weekend hours as may be required to respond to individual needs
* Completion of 18 hours of continuing education per calendar year, with 12 hours specific to recovery and wellness.
 |
| **PHYSICAL DEMANDS** |
| * While performing the duties of this job, the employee is required to sit at a desk with ergonomically appropriate equipment and to do some light lifting up to 25 lbs., climb steps, and walk around multiple MHASP locations and in the community in areas that may not be handicap assessable. Reasonable accommodations will be made to enable individuals with disabilities to perform his/her essential job duties.
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| **WORK ENVIRONMENT** |
| * The noise level in the work environment is usually moderate. Reasonable accommodations will be made to enable individuals with disabilities to perform his/her essential job duties.
* Must be willing to work overtime as needed
* Must be able to work holidays
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| **EMPLOYEE SIGNATURE** |
| By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that MHASP may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.Employee Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |