



<b>Job Title:</b>	Certified Recovery Mentor	<b>Position #:</b>	CS-
<b>Job Family:</b>	Clinical Services	<b>FLSA Classification:</b>	Non-exempt (Hourly)
<b>Reporting Supervisor:</b>	Clinical Supervisor II/Program Manager	<b>Salary Level/Range:</b>	CS-2

**JOB DESCRIPTION**

**JOB SUMMARY:** The Certified Recovery Mentor (CRM) provides support and directs services to people from the Residential, Detox and Outpatient Programs. CRMs will also assist people from other programs on a limited basis as needed, and provides regular support to clients through direct interactions, advocacy, and provision of transportation and referrals to community-based resources, as well as facilitation of classes, support groups, and group activities.

**ESSENTIAL FUNCTIONS:**

1. Participates and provides recovery coaching to people involved with BestCare Treatment Services through the following methods:
2. Telephone contact with clients
3. Provides client transportation
4. Provides recovery coaching for clients during activities
5. Makes home visits on a limited basis
6. Supervises sober housing as needed
7. Assists prep and clean-up for evening groups;
8. Provides individual, couples, and family support;
9. Attends program and all staff meetings as well as weekly supervision meetings;
10. Provides direct support to detoxing clients as needed;
11. Provides direct support to clients as they transition from detox to outpatient services;
12. Works with the Supervisor to design and implement education, referral, and parent components of the program;
13. Helps to facilitate classes and support groups along with group activities to ensure that they are sufficiently supervised and run smoothly;
14. Maintains case notes of client contact;
15. Completes attendance sheets, required report forms, and report client participation to Supervisor;
16. Maintains a personal recovery program, if appropriate, as well as models recovery-appropriate behavior;
17. Other related duties as assigned.

**ORGANIZATIONAL RESPONSIBILITIES:**

1. Performs work in alignment with the BestCare’s mission, vision, values;
2. Supports the organization’s commitment to diversity, equity, and inclusion by fostering a culture of open-mindedness, cultural awareness, compassion, and respect for all individuals;
3. Strives to meet Program/Department goals and supports the organization’s strategic goals;

4. Adheres to the organization's Code of Conduct, Business Ethics, Employee Handbook, and all other relevant policies, procedures, and other compliance needs;
5. Understands and maintains professionalism and confidentiality per HIPAA, 42 CFR, and Oregon Statutes;
6. Attends required program/staff meetings and completes assigned training timely and satisfactorily;
7. Ensures that any required certifications and/or licenses are kept current and renewed timely;
8. Works independently as well as participates as a positive, collaborative team member;
9. Performs other organizational duties as needed.

**QUALIFICATIONS:**

**EDUCATION AND/OR EXPERIENCE REQUIREMENTS:**

- High School Diploma (or equivalent)
- Familiarity with the substance-abusing population and people with disabilities
- For individuals recovering from the disease of addiction, must have maintained continuous sobriety for the previous one (1) year at the time of hire (temporarily reduced from 2 years)

**LICENSES AND CERTIFICATIONS:**

- Current certification for Recovery Mentor issued by the State licensing body. New Hires that do not hold a current certification must obtain the certification within six (6) months
- Must maintain a valid Oregon Driver License or ability to obtain one upon hire and be insurable under the organization's auto liability coverage policy (minimum 21 years of age and at least 3 years without any DUI or moving violations)

**PREFERRED:**

- PSS or other THW certification a plus

**REQUIRED COMPETENCIES:** Must have demonstrated competency or ability to attain competency for each of the following within a reasonable period:

- Knowledge of alcohol and drug addiction and detoxification, community resources and recovery programs
- Ability to demonstrate a strong harm-reduction approach
- Communicate clearly, concisely, and effectively, orally and in writing
- Ability to maintain documentation in the EMR program
- Ability to work effectively and respectfully in a diverse, multi-cultural environment
- Ability to work independently as well as participating as a positive, collaborative team member
- Ability to function effectively and use good judgment in crisis situations
- Ability to work with the treatment team to maintain a healthy treatment milieu
- Proficiency in MS Office 365 (Word, Excel, Outlook), EHR platform, databases, virtual meeting platforms, internet, and ability to learn new or updated software
- Strong interpersonal and customer service skills
- Strong organizational skills and attention to detail, accuracy, and follow-through
- Excellent time management skills with a proven ability to meet deadlines
- Exhibits critical thinking skills

- Ability to maintain strict confidence as required by HIPAA, 42 CFR, and Oregon Statutes and BCTS Policies
- Ability to build and maintain positive relationships
- Ability to manage conflict resolution and anger/fear/hostility/violence of others appropriately and effectively

**TOOLS AND EQUIPMENT USED:** Standard office equipment including computer/laptop, copy/fax/scanning machine, printer, telephone or multi-line phone.

**WORK ENVIRONMENT/PHYSICAL DEMANDS:** The work environment is respectful, multi-cultural and inclusive, and the characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the employee to dress in a manner that meets the standards for professional attire at Best Care or per department-or job-specific requirements (See Dress Code Policy in Employee Handbook). Other working conditions/demands include:

- Primarily indoors (95%)
- Must wear required Personal Protective Equipment (PPE)
- Must wear attire as prescribed for staff working in Medical Services
- Frequently sits at a desk, stands, walks, bends/stoops, reaches above/below shoulders, uses arms, wrists, hands, and grasps/squeezes
- Occasionally twists, crouches/squats
- Must be able to perform repetitive tasks/motions, have good manual dexterity
- Must be able to lift/carry up to 20 lbs. frequently and push/pull 21-75 pounds occasionally
- Must be able to hear alarms/telephone/audio/normal speaking voice
- Must have clarity of vision: Near (<20"); Mid (>20" to < 20'); Far (> 20')
- Must be able to drive motor vehicle to perform job
- May be exposed to communicable disease

**ACCEPTANCE AND EQUAL EMPLOYMENT OPPORTUNITY:**

BestCare provides equal employment opportunities to all employees and applicants for employment without regard to race, color, national origin/ancestry, religion, sex, sexual orientation, gender, gender identity, marital or family status, age, genetic information, expunged juvenile record, military status or performance of duty in a uniformed service, physical or mental disability, or any other characteristic protected by local, State, or Federal laws, regulations, or ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

I have received, reviewed, and accept the above job description and understand that this does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the business needs for the employer and requirements of the job change.

<b>Employee Name (Print):</b>		<b>Date:</b>	
<b>Employee Signature:</b>			