



Job Title: Peer Recovery Coach

FLSA Classification: Non-exempt

Salary Grade: 102

Reports to: Behavioral Health Director

Date:

JOB DESCRIPTION

Summary/objective

The Peer Recovery Coach is a person with lived experience in substance use disorder (SUD) and is an integral part of the medication assisted treatment (MAT) program. The Peer Recovery Coach serves as a first point of contact for patients in our MAT and those in our primary care practice who are seeking treatment for substance use disorders. The Peer Recovery Coach engages patients in ways that other professionals are unable to and have knowledge of resources in the community that enable them to build recovery-based support systems.

Essential functions

- Serves as an initial contact with patients entering the MAT program, helping orient and complete intake paperwork.
- Engage patients in conversation and education about substance use, harm reduction, treatment, and recovery.
- Engaged with patients in an informal way to assess readiness for treatment and help connect them with resources in the community.
- Assists patients with removing barriers that may prevent them from engaging with the recovery process and recovering community.
- Supports MAT team with assisting patients connect navigate network of SUD providers in the community.
- Case management duties as needed.
- Maintain active recovery and engagement in the local recovery community. Assist patients with connecting to extracurricular and/or local opportunities for recovery activities.
- Through day-to-day interactions, helps educate and reduce stigma of substance use disorders.
- Attend meetings and training as assigned.
- May require meeting with patients outside of normal office hours or accompanying to appointments at other Packard Health clinics.
- May be required to support other Packard Health clinics as needed.
- Performs other duties as assigned.

Competencies

- Excellent written, verbal, and face-to-face communication skills, including proper phone etiquette.

- Able to establish rapport quickly with patients.
- Knowledgeable about multiple pathways to recovery.
- Ability to work collaboratively in a team-oriented environment.
- Ability to work effectively with various levels of organizational members and diverse populations including Packard Health staff, patients, family members, vendors, outside customers and couriers.
- Good organizational and time management skills to effectively juggle multiple priorities and time constraints.
- Ability to exercise sound judgment and problem-solving skills.
- Ability to handle patient and organizational information in a confidential manner.
- Ability to travel to other Packard Health Offices and meeting locations.

Physical demands

- Physical activity that often requires keyboarding, filing and phone work.
- Physical activity that often requires extensive time working on a computer.
- Physical activity that sometimes requires walking, standing, bending, stooping, reaching, and/or twisting.
- Physical activity that sometimes requires lifting, pushing and/or pulling under 20 lbs.
- Specific vision abilities required include close vision, depth perception, peripheral vision, and the ability to adjust and focus.
- Must hear and speak well enough to conduct business over the telephone or face to face for long periods of time in English.

Required education and experience

- EDUCATION: High School Diploma or GED.
- MINIMUM: 2 years of continuous recovery from a substance use disorder (i.e., either in abstinence or stable on FDA approved medication for substance use disorder)

Preferred education and experience

- CCAR or CPRC certification preferred but not required.
- 1-2 years of experience in a medical office or substance use program preferred.