



JOB DESCRIPTION

POSITION TITLE:	Participant Coordinator and Certified Peer Counselor (CPC)
DEPARTMENT:	Programs
FLSA STATUS:	Exempt
SUPERVISOR'S TITLE:	Director of Programs
REVISED:	June 2022

POSITION SUMMARY

Under the supervision of the Director of Programs and/or Executive Director, performs dual functions as a Participant Coordinator and as a Certified Peer Counselor (CPC).

As Participant Coordinator, serves as coordinator and point of contact between Recovery Beyond and participants, including recruitment, sign up, ongoing program registrations, monthly check-ins, and re-engaging participants that have stopped attending activities. Involved in health/social/community activities and program measurement/reporting, working directly with recovery participants and peer leads. All designed to help connect and strengthen participants along hopeful, active pathways for lasting recovery.

VITAL DUTIES AND RESPONSIBILITIES [Major Job Functions]

- Participant recruitment and onboarding
- Program registrations and engagement
- Participant and program outcomes measurement and reporting
- Community events and outreach
- Complete all documentation and reporting as required by supervisor and/or policies and procedures
- Maintain open communication and good working relationships with referral sources and coordinate with other departments as needed
- Model competency in ongoing coping/recovery skills as a Certified Peer Counselor while helping participants identify goals that promote recovery and resiliency and assist them in identifying services/activities to help them reach these goals.

CORE DUTIES AND RESPONSIBILITIES [General Job Functions]

- **Customer Service:** Provide high-quality customer service by meeting and exceeding the expectations and requirements of internal and external clients; understand our participant's needs and uses this information to prioritize what the organization must do to fulfill them
- **Quality of Work:** Consistently demonstrate competency in all aspects of the position, including a strong commitment to ethical practice; complete work with integrity in an efficient and effective manner; develop and contribute ideas to enhance the quality of service provided in the department and organization
- **Quantity of Work:** Meet or exceed established work deadlines; use time and resources appropriately; meet production goals and objectives
- **Compliance:** Adhere to department and organizational policies and procedures; keep current knowledge of compliance standards and regulations; timely, accurately and thoroughly complete required documentation
- **Job Knowledge:** Possesses the abilities, skills and knowledge to effectively perform the job responsibilities, duties and procedures; receptive to learning new skills; participates in on-going training and professional development
- **Risk Management:** Consistently observes prescribed safety rules and practices; corrects or reports all hazards that may cause an accident; follows established work procedures for assigned tasks
- **Attendance/Punctuality:** Meets or exceeds punctuality and attendance requirements; practices proper call-off procedures and informs others of absences
- **Teamwork:** Establishes positive working relationships with co-workers, supervisors, members and the public; willingly accepts assignments; cooperates with others towards common objectives; volunteers for organizational and community activities and projects
- Performs other duties as assigned

COMPETENCIES

The staff member must learn and demonstrate knowledge of:

- Signs and symptoms of narcotic, alcohol, and other drug use
- Support groups in community and referral sources
- Crisis intervention, risk management, and safety protocols
- Fitness, healthy lifestyle, and positive alternative activity options in the community

- The staff member must learn and demonstrate skills in:
 - Coordinating participants with programs
 - Volunteer and participant management
 - Community education and advocacy
 - Partnership and referral development
 - Typing and basic computer usage
 - Signs and symptoms of substance use
 - Motivational Interviewing basics
 - Outcomes tracking and reporting
 - Participant engagement and follow-up process development

EDUCATION AND EXPERIENCE

- Holds credential as a Washington Certified Peer Counselor (CPC)
- Two years coordination / customer service experience required
- Bachelor's Degree or higher in Social Work, Psychology, guidance and counseling or related health and human services discipline is preferred; Previous related experience working in addictions, mental health or related discipline preferred.

PHYSICAL DEMANDS

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

- Average to above average physical effort
- Requires person to stand and/or walk on a regular basis
- Able to lift, carry or use light to moderate weight materials or equipment (<50lbs)

MENTAL AND VISUAL DEMAND, STRAINS & FATIGUE

The mental and visual strain and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions: Performs work which regularly produces a high level of mental and/or visual fatigue (>50% but <75% of work day)

WORKING CONDITIONS

The working conditions described here describe the frequency and quantity of undesirable working conditions, such as noise, dampness, heat, cold, changing temperatures, odors, fumes, etc. and are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

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

- Work outside at varying temperatures at times
- Work in rough and uneven terrain at times

This description is intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.