****Recovery Café of Clark County

Vancouver, WA

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| Job Title: | Telephone Recovery Support Staff | Job Type: | Recovery Café Services  |
| Department/Group: | Telephone Recovery Support (TRS) | Job Status PT/FT: | Full-time & Part-time |
| Location: | 3312 E Fourth Plain Blvd Ste 100 Vancouver, WA 98661 | Probationary Period: | Yes/90 days from hire date |
| Level/Salary Range: | $14.49-$17/hour DOE | Work Schedule: | Flexible/TBD |
| HR Contact: | mpatterson@recoverycafecc.org | Date Posted: | 4/28/22 |
| Will Train Applicant(s): | Will Train Applicant(s) | Posting Expires: | Open Until Filled  |

Recovery Café of Clark County (RCCC) is looking for someone to join our team as a Telephone Recovery Support Staff. RCCC is a non-profit and part of a national network of similar Cafés serving men and women who have suffered trauma, homelessness, addiction and/or other mental health challenges. In a Café setting of "Radical Hospitality” members experience belonging, healing, and the joy of contributing to a nurturing community that specifically acknowledges addiction and mental health challenges.

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| **About this Role** |

TRS is an innovative, peer-to-peer support service. The TRS Staff is responsible for preforming outreach by phone to individuals that are seeking recovery from substance use challenges. A phone call or voicemail reminds individuals that someone cares and offers a space to promote and maintain their recovery. However, those who are still often continuing to struggle with active addiction are not dismissed from TRS. The beauty in this work is that the TRS Staff can share in the joys and triumphs and offer support during the sorrows and setbacks, which in return enhances their own personal recovery. Ultimately, this position provides the satisfaction of giving back and making a difference within the community.

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| **Responsibilities** |

* Conduct weekly phone calls to check-in on individuals and how they are doing on maintaining their recovery and meeting them where they are at, including but not limited to, supporting them if a relapse occurs and/or they are struggling with active addiction.
* Support individuals with identifying barriers to achieving/maintaining their recovery and encourage them with making progress on their weekly goals.
* Link individuals to resources, referrals, handle requests for assistance, and communicate with outside contacts on the individual’s behalf when permissions are given.
* Advocate for each individual and provide learning and support on how individuals can also advocate for themselves.
* Collaborate with individuals to help them make informed decisions about their recovery plan.
* Leave voicemails/messages and continue outreach if individuals do not respond so that the individual has access to support if they want or need it.
* Maintain daily documentation and update data for monthly reports.
* Assist with the various Recovery Café daily activities and always work to promote the message and services of RCCC.

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| **Qualifications** |

* Experience in communicating and collaborating with individuals of culturally diverse populations.
* Ability to maintain confidentiality and demonstrate professionalism in the workplace.
* Excellent written and oral communication skills.
* Organizational skills with attention to detail and ability to prioritize.
* Computer skills and current technology experience.
* Time management skills.
* Other desirable attributes for this role include enthusiasm, self-awareness, and a passion for working with people in recovery.

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| **Benefits** |

* RCCC offers a highly attractive compensation package that includes competitive wages, benefits, paid holidays, and both sick and vacation time.
* Medical and Dental Benefits covered at 100% to all full-time employees.

\*Submit cover letter and resume to Moriah Patterson

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| Email: | hr@recoverycafe.org |