

## FIRST CALL JOB DESCRIPTION

Title: Recovery Advocate  
Department: Recovery Services  
Report to: Director of Recovery Services

### Why First Call?

First Call's values of person-centered service, community, collaboration, and kindness are foundational for the agency's focus on accessibility, commitment to data-driven practice, and diversity, equity, and inclusion (DEI) as we work toward our mission to reduce the impact of alcohol, drugs, and addiction by providing quality resources for individuals, families, and the community.

### Position Summary

First Call Recovery Advocates are integral members of the Recovery Services team, providing individualized, strengths-based service delivery to clients by bridging gaps in the continuum of care. First Call Recovery Advocates are therapeutic case managers. They are experts in care coordination. They place value on multi-disciplinary teams and collaborative solutions. The job of a Recovery Advocate is to collaboratively determine the needs of the client, the barriers standing in their way to accessing them, and how to help the client overcome them.

### Major Functions

1. Active member of interdisciplinary teams, working to facilitate early intervention and reduction of barriers, follow up with community referrals, facilitate interdisciplinary treatment planning, and advocate for client needs
2. Assess client needs including severity of alcohol/drug use, mental health needs, personal strengths, and case management needs
3. Research and help participants connect with community resources such as job training, public benefits, healthcare, mental health services, support groups, etc.
4. Track milestones in participant achievement, such as finding employment, completion of certifications, increased wages, maintaining sobriety and avoiding recidivism
5. Utilize an electronic system to accurately document clinical outcomes in a timely way by maintaining appropriate service notes, documenting client status and progress toward identified goals
6. Facilitate educational groups related to building and sustaining recovery
7. Maintain professional knowledge of the field by attending training required for credentialing/certification
8. Respect client rights by maintaining confidentiality, completing training in cultural competencies, and communicating with clients in a manner which is supportive of the recovery process
9. Transportation of clients may be required
10. Minimum of 60% of work is community-based, including transitional living, courthouse, and jail settings
11. Some in-town and out-of-town travel may be required to complete position responsibilities.
  - a. Work hours **will** include up to 3 recurring weekly activities outside of standard business hours. Preference given to applicants able to work second shift hours: noon-8pm
12. Other duties as deemed appropriate for the fulfillment of the mission of First Call; including but not limited to backup crisis call coverage or front desk coverage.

### Knowledge and Critical Skills/Expertise

1. Minimum of bachelor's degree in social services or related field **-OR-**
2. Certified substance abuse provider (including Certified Peer Specialist);
3. Must be eligible for jail security clearance;
4. Knowledge of community resources;
5. Comfortable with use of laptop computer, electronic record-keeping, email, text, etc.;
6. Ability to plan, organize and execute multiple projects;
7. Well-developed written and oral communication skills;
8. Preference given to applicants able to work second shift hours: noon-8pm
9. Preference given to Bilingual (Spanish/English) applicants.

## Working Conditions

1. The First Call main office is open to the public from 9 a.m. to 5 p.m., Monday-Thursday, with remote work and a closed building on Fridays. Employees are given up to 1 hour for lunch and/or breaks each day. First Call values flexibility; as such, employee schedules and locations for work throughout the week will be determined by the needs of their position and set in consultation with their direct supervisor.
2. Must have access to reliable personal transportation and reliable internet for at-home workdays.

**Salary Range** \$40,000-\$50,000, DOE

## First Call's Commitment to Diversity and Equal Employment Opportunity

**First Call's Commitment to Diversity:** First Call Staff and Governing Board reflect our region's diversity and understand that treatment of substance use and mental health disorders in the United States has been adversely impacted by systemic racism and stigma. First Call is committed to cultivating and preserving a culture of inclusion, mutual respect, support, and connectedness.

First Call provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to culture, race, color, spiritual beliefs, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, national origin, age, disability status, genetic information (including family medical history), languages spoken, service in the military, ancestry, citizenship, marital status, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

## Benefits

At First Call, we recognize that a comprehensive, whole-person employee benefits plan for our staff is key to providing our clients with the quality care and treatment they need. Our staff benefits and perks plan is designed to provide tools to help promote health, wellbeing, balance, and safety in each area of life. We offer a hybrid (in office & work from home) schedule as well as flexibility in scheduling for better work/life balance.

Our benefits plan focuses on six key areas - Equal Opportunity Employment and a DEI-focused environment, generous paid time off, 13 paid holidays, an agency funded whole-person health and life package (including a 100% coverage of employee healthcare premiums and 12 weeks fully-paid parental leave), personal and team development opportunities, and board & leadership defined staff safety and wellbeing policies.

