

FIRST CALL JOB DESCRIPTION

Title: Recovery Advocate
Department: Recovery Services
Report to: Recovery Services Team Lead

Why First Call?

First Call's values of person-centered service, community, collaboration, and kindness are foundational for the agency's focus on accessibility and commitment to data-driven practice 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. Use standardized tools to 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 health record 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 institutional 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
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 and must meet all standards and qualifications of CPS or MAADC within 6 months of hire.
2. Must be eligible for jail security clearance.
3. Knowledge of community resources in the Kansas City Metro.
4. Proficient in Microsoft Office Suite, experienced with electronic health record (EHR) systems, and adept in professional communication via email, text, and other digital platforms.
5. Ability to plan, organize and execute multiple projects simultaneously.
6. Well-developed written and oral communication skills.

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. Preference given to applicants able to work second shift hours: Noon – 8 p.m.
3. Must have access to reliable personal transportation, auto insurance and reliable internet for at-home workdays.

Salary Range \$45,000-\$50,000, DOE

To Apply: Email resume & letter of interest to careers@firstcallkc.org.

Equal Employment Opportunity

First Call provides equal employment opportunities to all employees and applicants for employment. 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, generous paid time off, 13 paid holidays, an agency funded whole-person health and life package (including 100% coverage of employee healthcare premiums and 3 months fully paid parental leave), personal and team development opportunities, and board & leadership defined staff safety and wellbeing policies.

