



Job Title: Recovery Advocate
Department: Operations
Reports To: Recovery Advocate Manager
FLSA Status: Non-Exempt
Prepared by: Insperity (th) **Date:** 1/11/16

Position Summary: Working under general supervision, the Recovery Advocate is responsible for supporting the admission of clients while ensuring the safety of staff and the clients. The Recovery Advocate is responsible for monitoring the Recovery Advocate station 24/7 and for maintaining its appearance. This position is subject to working overtime as needed and to remain past shift until replacement coverage has arrived.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Assists with the admission process by conducting search of the client’s belongings, documenting an itemized list of possessions, disposing of paraphernalia according to guidelines; issuing scrubs, linens, and towels; providing and reviewing the procedures regarding hygiene.
- Supervises the initial collection of urine analysis (UA) sample and other toxicology screenings from the client as required.
- Prepares and monitors client’s medication box and its inventory. May include medication for client’s and child(ren), if necessary.
- Reviews Client Handbook, client rights and grievance procedures with client or has client watch requisite DVD based on program then responds to any questions as needed.
- Conducts intensive room checks to ensure cleanliness. May conduct room searches as needed when there is suspicion of prohibited items in a client’s possession.
- Performs random bed checks.
- Documents and monitors all admissions procedures, visitations, medications/prescriptions administration and inventory including disposal, toxicology screenings and room checks as required. Daily documentation includes data on children residing with the client, medical emergencies, infractions, incident reports, activities, medication non-compliance, clients who fail to return timely, property and bed checks, searches, UA screenings, suspicious or inappropriate behaviors and other matters of significance.
- Monitors client behaviors and assists them by redirecting behaviors, clarifying rules and expectations regarding treatment as needed. Prepares written redirect reports and infraction reports as needed to enforce rules and guidelines.
- Maintains overall security and operational control of the assigned facility.
- Maintains chronological written records of events that occur during the shift.
- Monitors client movements inside and outside the facility.
- Controls contraband in facility through general observation, facility, and client searches.
- Ensures facility cleanliness by assigning and monitoring client work, morning duties and extra duty assignments.
- Observes client behavior and reports any irregular or unusual situations to the Case Manager or Director in a timely manner.
- Obtains urine specimens and breath samples to monitor client substance usage.
- Performs partial intake on new clients.
- Makes periodic tours of the facility and grounds to ensure high level of security by observation and corrective action, if necessary.
- Monitors number of clients and their activities, including visitor activities.
- Conducts monthly fire drills and ensures clients observe all fire and other safety measures.

- Secures and inventories clients' personal possessions upon leaving the facility.
- Assists clients with short-term coping and problem solving.
- Assists in the serving of meals, as appropriate.
- Monitors main and secondary entrances to the facility and answers telephones.
- Attends all staff meetings and training, as directed.
- Ensures compliance with Santa Maria Hostel policies and procedures, standard operating procedures, and sponsoring agency requirements.
- Assists supervisor with budget control activities (i.e., conserving resources, reducing utility costs, avoiding waste, limiting overtime, etc).
- Monitors, observes, and records client self-administration of medication.
- Assists clients in the utilization of public transportation.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies: To perform the job successfully, an individual should demonstrate the following:

Communications – Expresses ideas and thoughts verbally. Expresses ideas and thoughts in written form. Exhibits good listening and comprehension. Keeps others adequately informed. Selects and uses appropriate communication methods.

Conflict Resolution – Encourages open communications. Confronts difficult situations. Maintains objectivity. Keeps emotions under control. Uses negotiation skills to resolve conflict.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Education/Experience:

High school diploma or general education degree (GED); or one to three months related experience in and/or training clinical aspects of the job; or equivalent combination of education and experience.

Language Ability:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

Basic working knowledge of Microsoft Office (Word, Excel, Outlook, and Internet Explorer) required.

Certificates and Licenses:

CPR and Infant CPR certifications; current First Aid certification and current PMAB training required.

Approval Requirements:

Not applicable

Supervisory Responsibilities:

Not applicable

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Duties are performed outside in the courtyard or monitoring clients in areas within or around the buildings.

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.

While performing duties of this job, the employee is regularly required to sit and use hands to finger, handle and feel. The employee is regularly required to talk or hear, stand and walk. This position subject to climbing up and down steps and could carry a child or other objects weighing up to 50 pounds occasionally. Specific vision requirements include close vision, distance vision, peripheral vision depth perception and ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Supervisor / Manager Signature

Date

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name