**Living Room Program Certified Recovery Support Specialist**

**Department/Status**: Living Room/Clinical

**Supervision**: Living Room Program Coordinator

**Education:** Bachelor’s degree preferred. Requires an Associate’s degree in Health and Human Services or a comparable program. Must be certified as a Certified Recovery Support Specialist (CRSS) through the Illinois Certification Board or willing to pursue this certification. If not already a Certified Recovery Support Specialist, the Living Room Program Recovery Support Specialist must attend the next available CRSS training, complete the program requirements and pass the exam.

**Summary:** This is a full-time position. Must be an adult who has previously utilized mental health or substance-use services, is currently in recovery and excited to model recovery for others experiencing similar struggles. Must have compassion for people who are hurting and a desire to help ease the suffering of others. Must believe recovery is possible for all people who experience mental health and substance use challenges, including knowledge and application of the Recovery Oriented Model specific to those experiencing a mental health crisis.

The Living Room Program Recovery Support Specialist must be able to respond and assist in emergency situations and have very good interpersonal, mediation, negotiation and conflict resolution skills. She/he must have well-developed organizational, verbal and written communication and computer skills. A professional demeanor and strong phone skills are paramount. This individual must be flexible and adaptable, and must be able to work effectively in a variety of settings in a cross-cultural situation, and must also be knowledgeable of services available in the community. She/he must demonstrate sound judgment, particularly in dealing with safety issues and in dealing with aggressive guests. The individual must have an understanding of crisis management and the ability to deal with life threatening situations including the prevention of suicide. Due to the requirement of travel within the community with guests, a valid Illinois driver’s license is required along with a good driving record.

**Duties and Responsibilities:**

1. Understand and implement the philosophy, protocols and policies of the Independence Center. Share in the Independence Center’s vision, demonstrate its values, support its philosophy, and be sensitive to its Mission.
2. Able to work well as part of a team; to effectively conduct activities autonomously; and to exercise sound judgment in potentially ambiguous circumstances. Must be intrinsically motivated, flexible to rapid shifts in priorities; adaptive to changing work requirements; and capable of multi-tasking effectively.
3. Demonstrates appropriate professionalism and a positive attitude. Uses tact and sensitivity in communicating effectively and respectfully with guests, with other staff, and with representatives of outside agencies.
4. A professional demeanor and strong phone skills are paramount. The Living Room Program Recovery Support Specialist is expected to learn and understand Independence Center protocols, language/jargon, and clinical skills. Must be able to work evenings and weekends.
5. The Living Room Program Recovery Support Specialist has ultimate responsibility for the general welfare of the guests of the Independence Center Living Room while they are participating in Living Room programs and activities. This includes performing the following duties and responsibilities:
6. Ensures that Living Room programs and activities function optimally, while meeting the community support and rehabilitation needs of our guests. This includes, but is not limited to, the standards and documentation requirements as established by CARF, Medicaid, and DHS. It is expected that progress notes will be completed and signed within 2 business days of the requisite events, unless there is explicit prior approval by the Living Room Program Coordinator in conjunction with extenuating circumstances.
7. Works under supervision of the Living Room Program Coordinator in the day to day operations of the Living Room including:

* Assist guests in utilizing effective coping and self-help techniques.
* Assist guests who have experienced social stigmatization with their sense of acceptance.
* Document accurately, neatly and consistently any and every contact with or on behalf of a guest.
* Provide assessments, problem-solving, side by side services, skills teaching, support and environmental adaptations to assist guests with crisis.
* Provide instruction and skills training in illness and recovery management to guests and their families.
* Assists guests in arranging transportation (to clinical, medical and any other appointments deemed necessary).
* This position requires driving the company vehicle and providing transportation to guests.
* Utilize tools such as the Wellness Recovery Action Plan (WRAP) to help guests create their person-centered recovery plan
* Assist guests in identifying and engaging into treatment services, self-help groups, community groups, faith-based groups and other natural supports to expand guests recovery support systems
* Help guests identify personal strengths in daily living and recovery along with barriers to recovery goals.
* Assist guests in building social, problem-solving, and coping skills.
* Help guests identify and overcome fears.

1. Provide a comfortable place for guests to relax.
2. Provide healthy and nutritious snacks to guests.
3. Assists guests in developing and using coping skills needed to avoid a higher level of care when possible.
4. Assists guests in setting treatment goals, and helps guests carry them out.
5. Demonstrates the ability to respond effectively and in a timely fashion to crisis incidents. Provides crisis intervention when and as necessary. Prepares and submits appropriate and timely documentation on crisis incidents and interventions.
6. Provides linkage to appropriate emergency services when guests are a danger to themselves or others.
7. Communicates and presents information regarding Independence Center in a clear and knowledgeable manner to new persons visiting the Living Room and for staff members; in addition to community organizations and board members.
8. Develops person-centered safety/crisis plans with guests.
9. Provides for maintenance of confidentiality of member records and communications.
10. Acts as a positive role model for the purpose of demonstrating proper work habits and interpersonal skills.
11. Seeks/requests assistance in problem resolution when needed and in a timely fashion, in order to decrease the likelihood for escalation of potential problems and/or crises.
12. Advocates on behalf of guests, and makes requisite recommendations as needed. Intervenes and advocates with collateral sources, agencies, bureaucracies, facilities, and families on guests’ behalf.
13. Provides linkage with urgent needs such as food, clothing, shelter, medical care to guests.
14. Utilizes evidenced-based crisis assessment and intervention techniques such as the Zero Suicide Toolkit, Columbia Suicide Severity Rating Scale, DBT, Collaborative Assessment and Management of Suicide and CBT.
15. Performs outreach as necessary.
16. Assists with engaging guests with a warm hand off to other Independence Center services and/or services guests need that are provided by other organizations.
17. Ensures proper maintenance of Living Room equipment, and keeps supply storage neat and orderly. Advises the Facility Manager and Independence Center management of unsanitary or unsatisfactory conditions and defective or damaged fixtures or equipment.
18. Opens and locks up daily, as outlined by the Living Room Program Coordinator.
19. Functions well in a computer-oriented office, including maintaining a working knowledge of relevant software.
20. Establishes and maintains a productive working relationship with the Living Room Program Coordinator. Receives clinical/managerial supervision on a weekly basis. Carries out tasks requested by the Living Room Program Coordinator in a timely, accurate manner. Discusses goals and programming needs as needed.
21. Recommends quality and/or process improvement initiatives in order to more effectively and efficiently perform the functions of this job.
22. Attends internal and external training as requested and required by the Living Room Program Coordinator. Plans and conducts in-service informational/training sessions as outlined by the Assistant Director.
23. Participates in fundraising activities of the center as outlined by the Executive Director.
24. Other duties as required as outlined by the Living Room Program Coordinator, Assistant Director and/or Executive Director.

**Training Requirements:**

All staff are required to attend required in service training designated by Independence center as mandatory (compulsory) for the position held or to provide evidence of subsequent completed training, or recent equivalent training at a level appropriate to the post held. Merit eligibility is contingent upon completing prior fiscal year’s trainings.

**Physical/Psychological Demands of this position:**

There are considerable physical and psychological demands associated with this position. The Living Room Certified Recovery Support Specialist regularly visits with guests, and must often respond to emergency situations. The individual faces the potential for a significant amount of emotional stress, which can cause related physical stress on muscles as well as other physical symptoms such as headaches and fatigue. In case of guest transportation, the incumbent may be required to assist guests by carrying belongings and must lift and carry items.

**Lifting:** Occasionally **Kneeling:** Occasionally

**Climbing:** Occasionally **Driving:** Frequently

**Carrying:** Frequently **Reaching:** Occasionally

**Pushing:** Occasionally **Grasping:** Occasionally

**Bending:** Frequently **Fine Eye/Hand Coordination:** Frequently

**Squatting:** Occasionally **Typing:** Continuously

**Work Environment: In-Doors 85%; Out Doors 15%**

(Revised July 2020)

I have read and understand the job description of Living Room Program Certified Recovery Support Specialist and by my signature below, agree that I can perform these duties. I further understand that this job description is not an employment contract and is subject to change at the discretion of Independence Center.

Job description reviewed and copy given to employee:

By: Date:

Employee

By: Date:

Supervisor