



Position: Recovery Support Services Director | **Reports To:** Chief Executive Officer (CEO)

Position Summary:

The Recovery Support Services Director (RSSD) will provide direct leadership and supervision over peer recovery support programming and services delivered by peer recovery support specialist staff across RecoveryLink telerecovery projects. The RSSD will work under the guidance of the CEO to facilitate the engagement of individuals who may benefit from recovery support services through technological means – including those who request services via omnichannel recovery support contact centers, direct to consumer service purchases from the RecoveryLink website, and other applicable pathways. The RSSD will serve as a role model, mentor, advocate, navigator, and motivator to peer staff, and at times, individuals in or seeking recovery in an effort to promote person-centered recovery planning and goal realizations, which may include reductions in harm from substance use and sustaining long-term recovery.

The RSSD must demonstrate an ability to manage all aspects of recovery programming across a digital first enterprise, including staff and programming scheduling, one-on-one and group supervision, partner relationships, and development of new programming as needed. The RSSD must be a self-starter and be able to manage remote staff on a daily basis. The RSSD should consciously share personal recovery experiences as appropriate, develop authentic peer-to-peer relationships, and have an understanding of and respect for each individual’s unique path to recovery.

The RSSD must embody key recovery principles, including but not limited to multiple pathways to recovery (including support for SUD medication as a primary pathway) and personal autonomy in decision making.

MINIMUM REQUIREMENTS/QUALIFICATIONS:

- State and/or national peer recovery support specialist certification or equivalent, with at least three years of experience working in community-based recovery settings, and at least one year of experience supervising peer staff in a community-based or telerecovery setting.
- Background check may be required for staff that will work with youth, inside criminal justice settings, or other settings as determined by the CEO.
- High technological literacy, including working knowledge and proficiency with electronic recovery records, Google Docs / MS Office, scheduling software, and cloud storage solutions.
- Reliable internet connection and working space.

ESSENTIAL DUTIES:

- Provide oversight and direct supervision of all peer recovery support specialist staff and peer supervisor staff.
- Facilitate daily shift debriefs, as well as weekly individual supervision and monthly group



supervision.

- Provide peer-based recovery support services to individuals contemplating or actively seeking help with behavioral health recovery as needed.
- Engage in relationship building and management with community and governmental partners as needed to further the reach and impact of recovery support services and programming.
- Administrative duties to include recovery support services scheduling (e.g., contact center daily and weekly schedule), staff schedules, data tracking and entry, monthly service engagement reports, and regular digital communication via digital platforms.
- Ability to read and interpret financial reports and make service and programming recommendations to the CEO based upon this information.
- Conduct self in an ethical manner by adhering to their certifying body's peer code of ethics.
- Follow and adhere to the recovery bill of rights.

DAILY JOB RESPONSIBILITIES:

1. Provide recovery education to individuals for every phase of the recovery journey from pre-recovery engagement, recovery initiation, recovery stabilization, and sustained recovery.
2. Identify emergency or crisis situations and facilitate access to appropriate resources, negotiating and connecting individuals with resources and navigating systems.
3. Provide direct daily supervision of peer recovery support specialist staff to include real-time feedback loops, problem solving, and recommendations as needed.
4. Assist in the development and enhancement of peer recovery support specialist staff professional growth, including training and education in ethics, recovery support service delivery, resource navigation, and other topics as relevant
5. Direct the organization's collaboration and partnerships with institutions to provide effective recovery support services to identified individuals.
6. Maintain project logs, reports, and accurate records in appropriate files and database(s), adhering to program standards.
7. Maintain confidentiality regarding information received during the facilitation of recovery support services – maintain current understanding of federal, state and local confidentiality rules and regulations.
8. Engage in continuing professional development relative to recovery support services, applying practical and professional knowledge and experience. Maintain credentials and attain new credentials as appropriate.
9. Other duties as directed by CEO.

Salary range:

\$50,000–\$60,000 [dependent on experience] + company benefits*

* *This position is not eligible for company ESOP.*