



### Job Description: Recovery Coordinator

<b>Job Title:</b>		Recovery Coordinator	<b>Effective Date:</b>	
<b>Work Location:</b>		Hope Center Ministries		
<b>Division/Department:</b>				
<b>Supervisor:</b>	Director			
<b>For Office Use Only</b>				
<b>FLSA:</b>	Full-time Exempt	<b>Exemption Qualification (if applicable):</b>	N/A	
<b>Supervision Received:</b>				
<b>Organization Summary:</b>		Hope Center Ministries exists to help those struggling with drug and alcohol addiction find the hope that only Jesus Christ can bring.		
<b>Purpose of Position:</b>		The Recovery Coordinator provides the following to their Center: oversees discipleship, culture of the Center, daily operations and family/support connections.		
<b>Supervision Given:</b>		Some Center-level employees and ministry leaders (employees and volunteers)		
<b>Major Functions</b>				
<p>("Essential functions" under ADA should be indicated with an asterisk (*).) To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This list of essential job functions is not exhaustive and may be supplemented as necessary. Factors to consider in determining if a function is essential include: whether the reason the position exists is to perform that function; the number of other employees available to perform the function or among whom the performance of the function can be distributed; and the degree of expertise or skill required to perform the function.</p> <p><u>Discipleship</u></p> <ul style="list-style-type: none"> <li>• Counseling <ul style="list-style-type: none"> <li>○ Ensure adequate time is spent with every resident</li> <li>○ Ensure "DNA" for counselling is being followed. •</li> </ul> </li> <li>• Mentorship <ul style="list-style-type: none"> <li>○ Facilitate outings with approved Mentors</li> </ul> </li> <li>• Bible Studies/Devotionals <ul style="list-style-type: none"> <li>○ Ensure teachers are following HCM guidelines</li> <li>○ Ensure teachers are qualified. •</li> </ul> </li> <li>• Phase 3 <ul style="list-style-type: none"> <li>○ Ensure every resident obtains sponsor/mentor at this stage.</li> </ul> </li> </ul>				



### Culture of Center

- Ensure communication with residents and support groups is clear and concise
- Ensure individual needs are being met
- Ensure all discipline is being done in love and that proper documentation follows each incident
- TIME: ensure that counselors, mentors, teachers are establishing productive, nurturing relationships

### Daily Operations

- Manage day to day operations of their respective Center
- Delegate responsibilities to appropriate staff/volunteer/intern
- Ensure all counseling requirements are being met
- Oversee the 1st Phase work crews
- Oversee all administrative needs or delegate the responsibility to a trusted staff member/intern/volunteer
- Ensure all necessary maintenance is being performed at their respective Center
- Track family's church attendance
- Track Volunteers and Interns
- Greet visitors, enquire the nature of their business and direct them to appropriate person
- Oversee, and create all Purchase Orders
- Create and maintain all Admission folders
- Answer phone and direct calls to appropriate staff member or volunteer
- Create Weekend Agenda
- Oversee supply purchases
- Create weekly chore list
- Maintain resident pass records
- Create and post scripture of the week
- Inspect/tour all facilities for maintenance and cleaning tasks for the day
- Ensure residents are present and doing book studies from 8:30-11:30am
- Uphold all policies within the Hope Center Employee Handbook
- Ordering Facility Supplies
- Administrative
  - Intake Documentation
  - Dismissal Documentation

### Family/Support System Connections

- Connect with support group weekly
- Invite support group to all events (Church or Hope)

### Professional Development and Personal Growth Responsibilities

- Devote time to spiritual, mental and physical development and well-being through personal discipline
- Attend courses/workshops/conferences, as appropriate
- Attend a Life Group as a participant and/or assume Life Group leadership
- Key Performance Indicators will be reviewed quarterly regarding adding leaders and volunteers to the team
- Set realistic goals through casting a vision, implementing strategies, establishing calendar dates and evaluating the funds needed in order to achieve them
- Will perform semiannual self-evaluations



- A full performance evaluation will be completed semi-annually

**Qualifications/Competencies (Knowledge, Skills, Abilities):** This section is used to describe the requirements to performing the functions and job duties bulleted above.

#### Knowledge

- **English Language:** General knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar
- **Holy Bible:** Advanced knowledge
- **Therapy and Advising:** Basic knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions and for career advising and guidance
- **Psychology:** Basic knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders
- **12 Steps:** Must possess a working knowledge of the program's 12 Steps and biblical comparisons
- **8 Principles (Beatitudes):** Must possess a working knowledge of the program's 8 Principles
- **Education and Training:** General knowledge of the principles and methods for curriculum and training design; teaching and instruction for individuals and groups; and the measurement of training effects.
- **Administration and Management:** General knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods and coordination of people and resources
- **Customer and Personal Service:** Basic knowledge of principles and processes for providing customer and personal services; this includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction
- **Personnel and Human Resources:** General knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation and personnel information systems

#### Skills

- **Speaking:** Talking to others to convey information effectively
- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times
- **Service Orientation:** Actively looking for ways to help people
- **Social Perceptiveness:** Being aware of others' reactions and understanding why they react as they do.
- **Reading Comprehension:** Understanding written sentences and paragraphs in work-related documents
- **Writing:** Communicating effectively in writing as appropriate for the needs of the audience
- **Instructing:** Teaching others how to do something
- **Judgment and Decision Making:** Considering the relative costs and benefits of potential actions to choose the most appropriate one
- **Active Learning:** Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Negotiation:** Bringing others together and trying to reconcile differences
- **Persuasion:** Persuading others to change their minds or behavior
- **Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- **Learning Strategies:** Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things



- **Time Management:** Managing one's own time and the time of others
- **Complex Problem Solving:** Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions
- **Coordination:** Adjusting actions in relation to others' actions
- **Monitoring:** Monitoring and assessing your own performance and that of others and organizations to make improvements or take corrective actions
- **Systems Evaluation:** Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system
- **Management of Personnel Resources:** Motivating, developing and directing people as the work and identifying the best people for the job
- **Management of Material Resources:** Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.

#### Abilities

- **Oral Expression:** The ability to communicate information and ideas in speaking so others will understand
- **Speech Clarity:** The ability to speak clearly so others can understand you
- **Speech Recognition:** The ability to identify and understand the speech of another person
- **Oral Comprehension:** The ability to listen to and understand information and ideas presented through spoken words and sentences
- **Written Comprehension:** The ability to read and understand information and ideas presented in writing
- **Written Expression:** The ability to communicate information and ideas in writing so others will understand
- **Deductive Reasoning:** The ability to apply general rules to specific problems to produce answers that make sense
- **Problem Sensitivity:** The ability to tell when something is wrong or is likely to go wrong; it does not involve solving the problem, only recognizing that there is a problem
- **Fluency of Ideas:** The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- **Inductive Reasoning:** The ability to combine pieces of information to form general rules or conclusions, including finding a relationship among seemingly unrelated events
- **Information Ordering:** The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- **Originality:** The ability to come up with unusual or clever ideas about a given topic or situation or to develop creative ways to solve a problem
- **Memorization:** The ability to remember information such as words, numbers, pictures and procedures.
- **Near Vision:** The ability to see details at close range (within a few feet of the observer)
- **Category Flexibility:** The ability to generate or use different sets of rules for combining or grouping things in different ways
- **Selective Attention:** The ability to concentrate on a task over a period of time without being distracted
- **Far Vision:** The ability to see details at a distance
- **Time Sharing:** The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch or other sources)

#### **Work Activities, Context and Style**

#### Work Activities

- **Resolving Conflicts and Negotiating with Others:** Handling complaints, settling disputes, resolving grievances and conflicts or otherwise negotiating with others



- **Assisting and Caring for Others:** Providing personal assistance, medical attention, emotional support or other personal care to others such as coworkers, customers or patients
- **Organizing, Planning, and Prioritizing Work:** Developing specific goals and plans to prioritize, organize and accomplish your work
- **Communicating with Persons Outside Organization:** Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources; this information can be exchanged in person, in writing, or by telephone or e-mail
- **Establishing and Maintaining Interpersonal Relationships:** Developing constructive and cooperative working relationships with others and maintaining them over time
- **Getting Information:** Observing, receiving and otherwise obtaining information from all relevant sources
- **Interpreting the Meaning of Information for Others:** Translating or explaining what information means and how it can be used
- **Making Decisions and Solving Problems:** Analyzing information and evaluating results to choose the best solution and solve problems
- **Thinking Creatively:** Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions
- **Interacting with Computers:** Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data or process information
- **Training and Teaching Others:** Identifying the educational needs of others, developing formal educational or training programs or classes and teaching or instructing others
- **Communicating with Supervisors, Peers, or Subordinates:** Providing information to supervisors, co-workers and subordinates by telephone, in written form, e-mail or in person
- **Judging the Qualities of Things, Services, or People:** Assessing the value, importance or quality of things or people
- **Performing for or Working Directly with the Public:** Performing for people or dealing directly with the public
- **Updating and Using Relevant Knowledge:** Keeping up-to-date technically and applying new knowledge to your job
- **Providing Consultation and Advice to Others:** Providing guidance and expert advice to management or other groups on technical, systems-, or process-related topics
- **Developing and Building Teams:** Encouraging and building mutual trust, respect and cooperation among team members.
- **Guiding, Directing, and Motivating Subordinates:** Providing guidance and direction to subordinates, including setting performance standards and monitoring performance
- **Developing Objectives and Strategies:** Establishing long-range objectives and specifying the strategies and actions to achieve them
- **Coaching and Developing Others:** Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills
- **Coordinating the Work and Activities of Others:** Getting members of a group to work together to accomplish tasks
- **Performing Administrative Activities:** Performing day-to-day administrative tasks such as maintaining information files and processing paperwork
- **Scheduling Work and Activities:** Scheduling events, programs, and activities, as well as the work of others



Work Context (Physical and social factors that influence the nature of work)

- **Contact with Others:** Frequently
- **Face-to-Face Discussions:** Frequently
- **Respond to Emails, Calls, and Texts in a Timely Manner:** Daily
- **Structured and Unstructured Work:** Daily
- **Telephone:** Frequently
- **Work with Work Group or Team:** Important and Frequently
- **Frequency of Decision Making:** Daily
- **Impact of Decisions on Co-workers or Church Results:** Very Important / Frequently
- **Indoors, Environmentally Controlled:** Daily
- **Coordinate or Lead Others:** Important / Daily
- **Freedom to Make Decisions:** Daily
- **Public Speaking:** Frequently
- **Duration of Typical Work Week:** 40 hours
- **Deal with External Customers:** Frequently
- **Letters and Memos:** Frequently
- **Spend Time Sitting:** Frequently
- **Time Pressure:** Frequently
- **In an Enclosed Vehicle or Equipment:** Frequently Travels, Sometimes Overnight
- **Importance of Being Exact or Accurate:** Important / Frequently
- **Frequency of Conflict Situations:** Frequently
- **Physical Proximity:** Work with others but not usually not closely
- **Consequence of Error:** Very important
- **Deal with Unpleasant or Angry People:** Sometimes

Work Styles (Personal characteristics that can affect how well someone performs a job)

- **Integrity:** Job requires being honest and ethical
- **Concern for Others:** Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job
- **Dependability:** Job requires being reliable, responsible, dependable and fulfilling obligations
- **Leadership:** Job requires a willingness to lead, take charge and offer opinions and direction
- **Self-Control:** Job requires maintaining composure, keeping emotions in check, controlling anger and avoiding aggressive behavior, even in very difficult situations
- **Cooperation:** Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- **Initiative:** Job requires a willingness to take on responsibilities and challenges
- **Adaptability/Flexibility:** Job requires being open to change (positive or negative) and to considerable variety in the workplace
- **Persistence:** Job requires persistence in the face of obstacles
- **Stress Tolerance:** Job requires accepting criticism and dealing calmly and effectively with high stress situations.
- **Independence:** Job requires developing one's own ways of doing things, guiding oneself with little or no supervision and depending on oneself to get things done
- **Social Orientation:** Job requires preferring to work with others rather than alone and being personally connected with others on the job
- **Achievement/Effort:** Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks
- **Attention to Detail:** Job requires being careful about detail and thorough in completing work tasks.
- **Innovation:** Job requires creativity and alternative thinking to develop new ideas for and answers to work-related problems



Restoring Lives | Restoring Families | Restoring Communities

- **Analytical Thinking:** Job requires analyzing information and using logic to address work-related issues and problems.

#### Other Requirements

##### Physical Requirements

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards
- Ability to maintain regular, punctual attendance consistent with the ADA; FMLA; and other federal, state and local standards
- Standing for sustained periods of time while preaching/teaching
- Exerting up to 20 pounds of force occasionally
- Moving about to accomplish tasks
- Expressing or exchanging ideas or information by means of the spoken word
- Talk to an audience, listen and speak clearly
- Visual acuity to operate motor vehicles.

##### Additional Requirements

- Have accepted Jesus Christ as Lord and Savior and must live a life according to Biblical standards
- Agree with the Statement of Faith, Lifestyle Statement and the overall vision of the Hope Center Ministries
- Successfully (as determined by the Chief Operating Officer) pass background screening, (criminal, sexual offender, and credit), personal and professional reference checks
- Meet any additional requirements as may be determined by the Director or Regional Director

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time. The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons.

**Print Employee Name:**

**Employee Signature:**

**Date:**