**Job Description**

**Job Title:** Recovery Support Navigator D**epartment:** Behavioral Health

**Reports to:** Associate Director of Recovery Support **Effective Date: *3/1/2024***

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| **Guiding Principle:** | The St. Francis House Philosophy of Care commits us to providing trauma-informed, recovery-oriented and person-centered care. It guides everything we do at St. Francis House (SFH) – how we work with guests and how we work together as an entire agency and community. Each staff person is expected to learn, understand, and apply these principles in their everyday work. The Recovery Support Navigator is an integral part of the Team |
| **Job Summary:** | Room to Grow (RTG) is a vibrant member-driven community comprised of adults experiencing or vulnerable to homelessness who are engaged in recovery from various substance. The Recovery Support Navigator will perform, but is not limited to, the following duties: administration of program record-keeping and documenting information in member’s record, enrollments, developing, implementing, and monitoring individualized services, and advocacy. This position requires the candidate to do community outreach; resources, and make referrals; many of whom have complex needs related to homelessness, past incarceration, and mental and physical health concerns. Through individualized service planning, goal setting, and group workshops, they help members obtain the skills, support, and resources needed to to help create stability. |
| **Supervisory Responsibilities:** | * None.
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| **Essential Duties/Responsibilities:** | * Works with members to assess their practical day-to-day needs, develop goals, and identify steps to take to meet those goals.
* Assist members in completing housing and benefits applications ( health insurance, Medicaid and other benefits such as SNAP, SSI/SSDI and TANF)
* Identify community-based services that provide support with basic life skills such as budgeting, paying bills, paying taxes, cooking, cleaning, hygiene and maintaining an apartment.
* Meet one-on-one and in small groups to ensure that members have access to the resources they need to support their recovery.
* Keep records of work with members, recording individual meeting notes in a timely way, and completing incident reports or other required documents.
* Schedule workshops that provide specific information on topics that members request. Conduct workshops when possible.
* Collaborate with other RTG staff to ensure members get a range of social support, with special focus on informational support (sharing information, making referrals, teaching skills) and instrumental support (concrete assistance to help others accomplish tasks).
* Apply motivational interviewing and trauma informed approaches to engage members in identifying and working toward goals.
* Act as an ally and role model. Build trust through words and deeds by being authentic, upholding ethical practices and maintaining solid professional boundaries.
* Actively participate in Center activities in support of individual and community recovery.
* Act responsively and responsibly by de-escalating challenging behaviors and using naloxone to respond to an overdose.
* Actively participate in weekly supervision, meetings, and trainings/professional development opportunities.
* Adhere to agency code of conduct.
* Perform other duties as assigned.
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| **Required Skills/Abilities:** | * Interest in and ability to work successfully in a fast-paced community environment where people have complex needs.
* Rich knowledge of Boston-area resources available to adults experiencing homelessness, poverty, disabilities, and/or behavioral health challenges (e.g., SUD, mental health)
* Ability to think critically and creatively to connect people to the things they need and to help people overcome barriers to resources.
* Acceptance of and commitment to multiple pathways of recovery, accepting individuals’ choices of recovery practices without judgement.
* Strong organizational skills and proven ability to prioritize tasks even when there are competing demands.
* Comfort and experience with computer applications including Microsoft Office Suite, online tools, and client databases.
* Experience providing services to people across a diversity of races, ethnicities, experiences, identities, values, beliefs, and behaviors.
* Ability to successfully de-escalate behaviors and diffuse challenging situations.
* Knowledge of motivational interviewing practices.
* Knowledge of overdose prevention and response, including the use of naloxone (Narcan).
* Solid understanding of and practice with upholding professional boundaries
* Flexibility in adapting to changing and/or unpredictable circumstances, and the ability to respond professionally and responsibly in the face of challenges.
* Self-directed ability to work independently as well as to proactively seek out collaboration as part of a team.
* Consistently effective communication skills—interpersonal and written.
* Basic understanding of and commitment to taking a person-centered, recovery-oriented, and trauma-informed approach.
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| **Education and Experience:** | * High school diploma or equivalent required. Post high school education or certification in human services related field preferred.
* Lived experience with successful substance addiction recovery. Candidate must have at least three years of active engagement in recovery practices, with the last 12 months substance free.
* Minimum one year of experience working with people in recovery from addiction or mental disorders and/or with adults experiencing homelessness.
* Knowledge of Boston-area resources and proven experience connecting people to them required.
* Lived experience of homelessness a plus.
* Proficient in English. Bilingual English/Spanish preferred.
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| **Physical Requirements:****Work hours, Equipment used** | * Standing and moving throughout floor and multi-level building.
* Operate a computer, phone, and other office machinery, such as a copy machine, computer printer, and projector.
* Workweek: 5 days, Monday – Sunday, 8-hour shift, between the hours of 6:30 am – 2:30 pm. Rotating weekend and holiday coverage required.
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| **Essential Personnel:****(Employee who is designated to work during a business closure or limited closure in order to meet operational requirements.)** | * Yes
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| **Accommodation and EEO:** | SFH is an Equal Employment Opportunity Employer is committed to a diverse and inclusive workforce where all staff can reach their fullest potential. We welcome – everyone who have lived experience of homelessness and/or recovery, and those who have faced historic barriers to competitive employment, in particular Black, Indigenous, and People of Color (BIPOC), and those who are multi-lingual or multi-cultural and members of the LGBTQ+ community. Reasonable accommodations may be made to enable individuals with disabilities to perform these duties. |

This job description is subject to change and does not restrict management’s right to assign or reassign duties and responsibilities to this job at any time.

***Completed by Human Resources only:***

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| FLSA Status: [ ] Exempt [x] Non-exempt[x] Full-Time [ ] Part-Time; \_\_\_\_\_\_\_\_\_ Hours per week ***Salary Range: Low*** $47,500 per year ***Medium*** Click here to enter text.  ***High*** $52,250 per year***Job Tier: \_*** 4B­**\_\_** |