



SUSQUEHANNA WORKFORCE NETWORK, INC.

Position Description

Job Title

Recovery Friendly Advisor

Summary of Role and Responsibilities

This position will support SWN's Recovery Friendly Workplace initiative. The primary focus of this position is to support interested businesses and organizations in obtaining a Recovery Friendly Workplace designation. Additionally, this position will provide intake assessments, resource navigation, mentorship, and support services to participants enrolled in workforce development. This includes, but is not limited to working with local agency partners to achieve this goal. This position will be part of the Business Services Team and will also work with the Workforce Center Coordinator when serving individuals. This position reports to the Executive Director

Essential Job Functions

1. Support interested companies in finding evidence-based practices to meet their individualized needs.
2. Develop and sustain the RFW Initiative in each workplace with whom they partner.
3. Provide guidance to employees of SWN's Recovery Friendly Workplace partners seeking recovery and SUD resources.
4. Provide workplaces with information and resources to promote health, well-being, and recovery for themselves and their family members.
5. Consult with employers to plan trainings related to substance misuse, behavioral health, and addiction that are tailored to the company's specific needs.
6. Assist businesses with participating in public awareness and education events in their communities.
7. Assist in developing a strategic outreach plan, and coordinate and conduct information sessions and outreach events to promote SWN's Recovery Friendly Workplace initiative.
8. Work with Workforce Center Coordinator or WIOA Youth Coordinator to Conduct intake and initial assessments of service needs; aid customers in accessing programs and services; provide appropriate referrals to programs and services as a result of intake assessment
9. Assist customers in identifying required documentation for program eligibility and navigating resources to obtain missing documents
10. Accurately inputs data, notes and services in a timely manner into trackers and databases
11. Assure quality service delivery with follow-up communication and surveys to participants and/or employers

12. Assist with and/or coordinate special activities and events specific to the Recovery Friendly Workplace initiative
13. Works as part of Business Services Team to integrate Recovery Friendly Workplaces into SWN Business Services.
14. Completes other duties as assigned.

Critical Knowledge, Skills, Abilities

1. Customer Service: To recognize, anticipate, and meet customer needs, promptly and courteously.
2. Considerable knowledge of addiction recovery, treatment, and social programs available in Harford and Cecil Counties.
3. Ability to effectively analyze and diagnose information, organize work, determine priorities and complete assigned duties with minimal supervision in a timely manner
4. Ability to effectively access and use computerized systems and equipment
5. Ability to develop and maintain effective, collaborative working relationships with coworkers, outside agencies/organizations and the general public, with special sensitivity to the needs and priorities of individuals in recovery
6. Interviewing and assessment skills, with the ability to effectively identify specific needs
7. Ability to work with sensitive, personal/demographic information and maintain appropriate confidentiality
8. Ability to effectively demonstrate and use interpersonal skills including interacting with persons who have diverse educational, cultural, ethnic and language backgrounds
9. Strong and effective spoken and written (English) communication skills, including the ability to listen carefully during customer assessments and to clearly convey client needs

Required Qualifications

Note: Any acceptable combination of education, training, and experience that provides the above knowledge, skills and abilities may be substituted.

Training and/or Education

High school graduation or the equivalent; Bachelor's degree in business, marketing communications, human services, or related field is preferred.

Certified Peer Recovery Specialist (CPRS), or the ability to gain certification within 6 months of employment

Experience

Must be actively engaged in his/her own recovery with a minimum of two years demonstrated personal recovery experience from alcohol and/or drug use
Intermediate skills in the use of MS Office Suite

Licenses or Certificates

Driver's License required.

Work Environment**Physical Demands**

Work is performed in an office setting sitting at a desk or computer, in business offices/worksites and at events held in Harford and/or Cecil counties. Work requires walking, standing, bending, stooping, carrying of light objects and driving personal vehicle. Daily local travel is required.

Unusual Demands

The work involves frequent interruptions, deadline pressure, and occasional attendance at evening events.

Ability to provide own transportation as needed for meetings and other commitments.

Available for some varied work hours to accommodate meetings or other commitments

FLSA Status

Non-exempt.