



Opening doors to
housing and recovery.

Job Description – Recovery Coach Aide

Reports To: Clinical Manager

Provides support to recovery coach staff in OPCS' low barrier housing programs.

Duties and Responsibilities:

- 1 Assist in duties relevant to the following OPCS programs: Independent Living, Low Demand Shelter, Emergency Shelter and Bridge Housing programs.
- 2 Provide clerical support to OPCS staff as needed.
- 3 Perform administrative tasks in CT|One such as scanning documents, completing bed-checks and completing medication logs. Keep printed medication log book current.
- 4 Maintains client records and information in a confidential manner and in compliance with HUD and HIPPA standards.
- 5 Document client interactions in CT|One using DAP note format.
- 6 Assist in maintaining and tracking client entry and exit records in HMIS ensuring that all data elements are complete.
- 7 Perform unit inspections following OPCS Housing Quality Standards policy.
- 8 Provide food and assorted supplies to residents as needed.
- 9 Assist with orientation and intake of new clients.
- 10 Pick up mail and/or supplies from OPCS' main office and distribute to clients and staff as needed.
- 11 Be observant of and property report general maintenance needs.
- 12 Report general observation of clients' well-being to staff.
- 13 Once trained, use Motivational Interviewing (MI) with interaction with clients.
- 14 Complete other duties and activities as directed.

Qualifications:

- 1 High school diploma or equivalent; prior experience working in social services is preferred.
- 2 Prior experience in using electronic health records and Homeless Management Information Systems (HMIS) platforms a plus.
- 3 Ability and willingness to learn OPCS' electronic health record, CT|One, and Homeless Management Information Systems (HMIS) platforms.
- 4 Ability to work with clients that may have mental health conditions, past/current substance use, and/or co-occurring concerns.
- 5 Ability to work from a harm reduction model in working with clients.
- 6 Have a valid Arizona driver's license, insurance and reliable transportation.
- 7 Ability to work patiently with clients and staff and be motivated to help people in challenging situations.
- 8 Proficiency with Microsoft Office programs along with a working knowledge of computers.
- 9 Strong written and verbal communication skills.

- 10 Experience working in racially, ethnically, and socio-economically diverse urban communities.
- 11 Ability to adhere to all HIPAA guidelines and maintain client confidentiality at all times.
- 12 Veteran/Spanish speaking/writing a plus.