



CONNECTICUT COMMUNITY
FOR ADDICTION RECOVERY

Job Description

Title: EDRC Program Coordinator

Status: Non-exempt

Reports to: EDRC Manager

Hours: 35 hours

Date: November 2021

Position Summary: The Program Coordinator will provide the Emergency Department Recovery Coach program administrative support and coordination.

Duties and Responsibilities:

- Assure efficient EDRC hospital onboarding.
- Prepare and maintain EDRC schedule for EDRC Manager approval.
- Track EDRC and CCAR required trainings.
- Data entry and database maintenance.
- Generate reports from databases and other sources.
- Provide administrative support related to EDRC program.
- Answer telephone, mail, and email inquiries related to EDRC program in a timely manner.
- Customer relations - maintain relationships with state, community partners, and vendors.
- Maintains and assures a positive organizational culture.
- Other duties as required.

Qualifications:

- Three years experience in Business Administration or related field.
- Proven track record in outstanding customer service.
- Strong communication skills both written and verbal.
- Excellent organizational skills with keen attention to detail and ability to prioritize.
- Exceptional computer skills including knowledge of Microsoft word, excel, web-based platforms and database management.
- Time management skills.
- Ability to work independently and within a team.
- Ability to troubleshoot and problem solve.
- Cross-cultural skills and experience with culturally diverse populations.
- Knowledge about addiction recovery a plus.
- Experience working in a non-profit environment a plus.

Physical Abilities:

Physical Abilities	N/A	Occasionally	Frequently	Constantly
Standing			X	
Walking			X	
Sitting			X	
Stoop, kneel, crouch, crawl, bend		X		
Handling/Fingering			X	
Reach Outward/Above		X		
Taste and Smell	X			
	Less than 10 lbs	10 lbs to 50 lbs	50 lbs to 100 lbs	More than 100 lbs
Lifting		X		
Visual Requirement	20/20 Correctable Vision			