



CONNECTICUT COMMUNITY  
FOR ADDICTION RECOVERY

## Job Description

**Title:** ED Recovery Coach Manager  
**FLSA Status:** Exempt

**Reports to:** ED Recovery Coach Program Manager  
**Hours:** 35 per week    **Date:** November 2021

**Position Summary:** The ED Recovery Coach Manager oversees and supports performance for all Recovery Coaches working within hospital emergency departments.

### **Duties and Responsibilities:**

- Coaching and Supervision (Coachervision) of ED Recovery Coaches and ED Program Coordinator.
- Provide ongoing education and performance support to ED Recovery Coaches.
- Oversee ED Recovery Coach orientation, training and onboarding.
- Oversee dispatch and scheduling of ED Recovery Coaches.
- Serve as an effective ED Recovery Coach when necessary.
- Assist EDRC Program Manager to maintain excellent working relationships with designated hospitals.
- Monitors EDRC Telephone Recovery Support (TRS) calls.
- Maintains and assures a positive organizational culture.
- Collaborate with community-based service providers.
- Assures quality data entry, weekly reporting and program record keeping.
- Receives, reviews and files EDRC, ED Program Coordinator weekly reports.
- Recommends program and process improvements.
- Other duties as required.

### **Qualifications:**

- Certificate of completion from the CCAR Recovery Coach Academy®.
- Certificate of completion of Ethical Considerations for Recovery Coaches® preferred.
- Certificate of completion of Spirituality for Recovery Coaches® preferred.
- Certificate of completion of Recovery Coaching in Professional Settings™ preferred.
- Recovery Coach Professional (RCP) designation or in process to earn designation.
- Minimum 3 yrs. experience in related field.
- Minimum 3 yrs. experience in supervisory capacity.
- Proficiency in recovery coaching.
- Experience with the addiction recovery process.
- Capacity to provide performance support for multiple recovery coaches.
- Familiarity with recovery community, services and resources.
- Understanding of and ability to maintain appropriate boundaries.
- Cross-cultural skills and experience with culturally diverse populations.
- Strong customer service ethic.
- Demonstrated excellence in written and oral communication skills.
- Exceptional computer skills including database management.
- Some travel required.

**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			