



JOB DESCRIPTION

POSITION TITLE: Patient Support Coordinator
REPORTS TO: Social Worker - Director
PREPARATION DATE: April 2017

GENERAL DESCRIPTION:

The Peer Support Coordinator is a member of the Greater Pathways Team and offers peer support to patients with substance use disorders and helps to link them to other recovery resources in the community. The Peer Support Coordinator uses motivational interviewing techniques to meet patients where they are at and help develop patient centered goals leading to successful changes in daily living behaviors and better engagement in the recovery process.

ESSENTIAL JOB FUNCTIONS: *

- Foster connection between services provided at GPH and other addiction and recovery services in the community.
- Meet with patients in the program and link them to self-help meetings, volunteer and job opportunities, sponsorship, and other support groups and activities within the recovery community.
- Provide active peer mentoring and support for program participants.
- Facilitate or co-facilitate groups and other group activities, as appropriate, for program participants.
- Work flexibly within a team environment.
- Work in conjunction with GPH staff as requested.
- Responsible for taking reasonable care of their own health and safety at work.
- Perform other duties as assigned.

EDUCATION, EXPERIENCE AND KNOWLEDGE QUALIFICATIONS:

- High School Diploma or equivalent General Education Degree (GED). Bachelor's degree preferred.
- Experience with alcohol / other drug (AOD) addiction recovery process.
- Certification in Intentional Peer Support preferred.
- Trained/Experienced in facilitating self-help groups such as SMART Recovery, 12 Step Support, Narcotics Anonymous (NA), etc. preferred.
- Social service, customer service and/or outreach experience desired.
- Computer skills - demonstrated proficiency with Microsoft Word, Outlook, and Excel.

SKILLS AND ABILITIES QUALIFICATIONS AND OTHER REQUIREMENTS:

- Ability to use NextGen EHR.
- Effective outreach and facilitation skills.
- Demonstrated professional written, verbal, and interpersonal communication skills.
- Exceptional phone and in-person etiquette with active listening, clarity of speech, and customer service skills.
- Ability to remain patient, calm, and understanding with patients with effective tolerance of discourteous customers and difficult situations.
- Ability to use proper judgment and problem-solving skills.
- Effective time management and organizational skills.
- Must maintain confidentiality.
- Ability to establish effective working relationships with colleagues, community members, and health center patients.
- Ability to work with a diverse population and to understand cultural norms of patients, especially as they relate to healthcare.
- Ability to manage conflict, stress and multiple simultaneous work demands in an effective and professional manner.
- Ability to drive to and from a variety of settings in varying weather conditions.
- Adheres to company safety guidelines.
- Support the mission of GPH and follow the standard operating procedures of the organization.
- Dependable and adheres to attendance guidelines.
- Work Schedule: Monday through Friday with occasional evenings and weekends required.

WORKING CONDITIONS/PHYSICAL DEMANDS:

- Frequent exposure to communicable diseases and other conditions common to a medical practice setting.
- May include working with people in acute distress or crisis.
- Normal medical office environment.
- Normally seated with freedom of movement on a regular basis, operating office machines and handling light materials and supplies in a typical office environment setting. May frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- May spend extended periods operating desktop computer, requiring hand-eye coordination and finger dexterity; and communicating face-to-face, on the telephone and in writing.
- Specific vision abilities required by this job include close vision and ability to adjust focus.
- Frequent physical activity requires standing and walking.
- Periodic physical activity requires climbing stairs, bending, stooping, kneeling, and crouching.
- The noise level in the work environment is usually quiet.
- May require travel to other Greater Portland Health sites and partnering organizations in the Greater Portland area to attend meetings.

****Please note that this is a grant funded position through February 28, 2018.**

This job description is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills or working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, the Company reserves the right to modify, add or remove duties and assign other duties as necessary.

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed here) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

Employee's Signature

Date

Manager's Signature

Date