

NC RECOVERY HELPLINE RECOVERY RESOURCE ADVOCATE JOB DESCRIPTION

Job Summary:

Recovery Resource Advocates will communicate with and connect individuals reaching out through our toll-free helpline to mental health, SUD and recovery related resources throughout North Carolina. Additionally, the advocates will communicate with individuals seeking help online through our website chat, social media, via email and/or text message. Advocates will enter non-identifying information regarding these communications into ADCNC's database. Recovery Resource Advocates will possess care, compassion, and an ongoing hunger for interpersonal growth.

Responsibilities:

- Advocate for ALL pathways to recovery for organizations and individuals needing treatment (stakeholder initiatives and workgroups)
- Connect people to SUD/MH and recovery related resources via phone, text, chat, email, or social media
- Educate individuals about the system of care and services available in community
- Enter non-identifying information from into our database from communications listed.
- Continuing community education, pertaining to the behavioral health .
- Ongoing interpersonal and intrapersonal development (staff meetings, supervision, training, etc)

Full-time Recovery Resource Advocates may have additional responsibilities that include but are not limited to:

- Representing ADCNC/ NC Recovery Helpline at different Resource/Community Events
- Assisting with and attend our Annual Anne Doolen Luncheon and Outer Banks Conference
- Facilitate online outreach via social media, Facebook, LinkedIn, etc.

Qualifications/Skills Needed:

- High School Diploma
- Proficient understanding of computers and technology.
- Lived experience with SUD/MH (This includes family members/loved ones of a person living with SUD/MH)
- Compassionate, empathetic, and caring attitude.
- Ability to manage high stress.
- Ability to operate with minimal supervision, work well independently, and with a team.
- Flexibility

Work Environment:

- Full-time advocates will work Monday- Friday 9:00 AM-5:00 PM. Advocate may work from home on average 60% to 80% of the time on the helpline while the remaining time may be spent participating in meetings, other projects in the Raleigh office, or attending outside events. Outside events can occur during evening hours or on weekends. (Responsibilities rotated.)
- Part-time advocates will work from home but may be required to attend orientation/training during the first week of employment at the Raleigh office. After orientation/training, part time scheduling will be in alignment with our AM/PM shift structure: AM shift: 9:00 AM- 1:00 PM; PM shift: 1:00 PM to 5:00 PM. Shifts can be combined based on need for coverage. Advocates will be required to attend any supervision/staff meetings occurring during his/her scheduled shift and always welcome/encouraged to attend if advocate is not scheduled to work
- All ADCNC team members may be required to attend in-person staff meetings/trainings/gatherings periodically, with plenty of notice provided for planning purposes.

Requirements:

When working from home:

- Stable and secure internet connection
- Quiet and private workspace

When working in the community:

- Must have a valid driver's license and independent transportation
- Ability to transport materials/supplies needed for out reach events.
- Ability to lift 40 pounds
- Adhere to ADCNC's Guiding Principles whether working from home, at the office, or in the community

