

Lowell House Addiction Treatment is hiring a Member Engagement Coordinator for our Lowell Peer Recovery Support Center

OUR COMPANY

Lowell House Addiction Treatment and Recovery, a private, non-profit addiction treatment service agency located in downtown Lowell, has been the premier addiction treatment and recovery service provider in the Merrimack Valley for over 48 years.

Lowell House provides a full range of day, outpatient, residential and community program located in Lowell, Tewksbury and Lawrence Massachusetts. The Lowell Peer Recovery Support Center, a member of the national network of the Recovery Café Centers, is located in a newly renovated center near downtown Lowell funded by the Massachusetts Department of Public Health.

OUR RECOVERY SUPPORT CENTER

The Lowell RSC is a Bureau of Substance Addiction Services (BSAS) contracted peer-run day program that promotes support, stability, and human connection and upholds the belief that recovery is possible for everyone. The Lowell RSC will be utilizing the Recovery Café Model in its center, which abides by the guiding principles to live reflectively, show respect, practice compassion, give and forgive, and encourage growth.

OUR PURPOSE, SOCIAL IMPACT, AND AGENCY CULTURE

With the opioid and other drug overdose epidemic affecting our country, we have been at the forefront and the premier, non-profit organization for almost fifty years in the Merrimack Valley area addressing this problem.

The purpose of our existence has been to assist members of our local community in receiving treatment and overcoming substance use disorder through addiction treatment and non-clinical programs like peer recovery coaching and the Recovery Café.

Lowell House is also a Mission focused agency that provides a relaxed, friendly, and supportive work culture that offers excellent pay and a generous benefits package to all our employees.

WHAT WE'RE LOOKING FOR

We are looking for a full-time, salaried **Member Engagement Coordinator** to join the Lowell Recovery Support Center (RSC) team. We are looking for a candidate who aligns with Recovery Café Model and its guiding principles of this model of living reflectively, showing respect, practicing compassion, giving and forgiving, and encouraging growth. We are also looking for someone that believes in the power that love and in the positive effects an authentic human connection has on a person's recovery.

LHATR is proud to serve an extremely diverse population through our various programs without regard to their race, color, religion, pregnancy, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. Because we strive to

mirror the population we serve, we strongly encourage those who possess, come from, or identify with any of the characteristics named above to apply.

YOUR EXPERIENCE/BACKGROUND DETAILS

Our ideal person will possess a minimum of a high school diploma or equivalent. S/he should be able to demonstrate cultural sensitivity; has completed or is willing to complete the Recovery Coaching Academy and will work towards acquiring the Recovery Coaching certification; and, possess a thorough understanding of the recovery coaching model and capable of applying this knowledge in a variety of settings. S/he will need to be an effective team member with an ability to work effectively with co-workers and RSC members. Strong ability to connect and communicate with others is important as this person will be primarily involved in engaging new members. Having relationships with providers and entities in Greater Lowell is an advantage. Plus, feeling confident and comfortable utilizing a database and spreadsheets is essential to this role.

OUR PAY

Because we value our employees, the pay for the Program Coordinator ranges from \$16 to \$18 per hour. Of course, the more experience, applied knowledge, and proven talent you have, the higher your pay rate.

YOUR WORK HOURS

The work hours and days will be determined at hire and be flexible to meet the employee and program needs.

HOW TO APPLY

Please send a resume and cover letter to jobs@lowellhouseinc.org or contact Richard Hollett at rhallett@lowellhouseinc.org.

THE DETAILS OF THE JOB:

POSITION: Member Engagement Coordinator For the Lowell Peer Recovery Support Center (recovery Café)

REPORTS TO: Richard Hollett, Director of the Lowell Peer Recovery Center / Recovery Cafe

JOB SUMMARY

The **Member Engagement Coordinator** is primarily responsible for engaging new members, orienting them to the RSC, and facilitating a Member Advisory Board (MAB). The successful candidate will be a person with “lived experience” who thrives in an environment that supports innovation, creativity, and the vision to create a new center in our community to fill a major service gap for people in recovery. The Program Coordinator is a 40 hour a week position with excellent benefits and pay.

ESSENTIAL FUNCTIONS

- Develops a Member Advisory Board (MAB) ensuring that the group is diverse and promotes member empowerment.
- Provides Program Director with monthly MAB report which will include member program successes, program needs, program suggestions, and a tentative MAB plan for making program improvements.
- Shares responsibility of utilizing virtual gateway system and Recovery Café database to track member activity.
- Shares responsibility of overseeing the RSC front desk operations.
- Maintains an up to date resource binder that staff can utilize to assist members in accessing resources.
- Collaborates with RSC Program and Volunteer Coordinators and provide them with contacts of community partners who have interest in volunteering time or teaching a class.
- Works closely with the Community Opioid Outreach Team (CO-OP), the Lowell Transitional Living Center, and other community-based organizations in Greater Lowell.
- Facilitates recovery circles and peer recovery support groups as necessary.
- Completes all required documentation in a timely manner.
- Participates in a weekly staff meeting and individual supervision with Program Director.
- Adheres to the guiding principles of the Recovery Café Model and to the BSAS standards of care.
- Participates in training as required.

JOB COMPETENCIES

1. Able to work and problem solve independently.
2. Strong organizational skills with attention to detail.
3. Demonstrates an ability to actively listen and respond to questions and concerns of staff, members, and other stakeholders.
4. Practices discretion in all aspects of the job.
5. Maintains a current knowledge of the roles and responsibilities of recovery coaching.

REQUIRED EDUCATION AND EXPERIENCE

- Possesses a High school diploma or equivalent.
- Communicates clearly
- Demonstrates cultural competency
- Has Completed Recovery Coach Academy and working towards Recovery Coach Certification.
- Must possess a thorough understanding of the Recovery Coaching Model and be able to apply this knowledge in different settings.
- Understands and supports multiple pathways of recovery.

- Possesses the ability to work positively with co-workers and RSC members.
- Possesses Proficient computer skills.
- Spanish/Vietnamese/Cambodian Bilingual fluency is preferred

ADDITIONAL ELIGIBILITY QUALIFICATIONS

- Must be able to manage constant change at a moment's notice
- Self-starter able to self-direct and manage their assigned schedule and budget their time appropriately
- Possess a desire to learn and grow within the organization
- Familiarity with the community based medical, behavioral health, and substance use and addiction treatment providers and systems in and around Lowell is a significant plus.