

Lowell House Addiction Treatment and Recovery
Member Engagement Coordinator for Recovery Café Lowell – our 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 50 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 Recovery Café Network, is in a newly renovated center near downtown Lowell funded by the Massachusetts Department of Public Health.

OUR PEER RECOVERY SUPPORT CENTER

Recovery Café Lowell was founded on the truth that ALL human beings have immeasurable value and potential regardless of addictive behaviors, homelessness, criminal justice involvement, mental and emotional anguish, trauma, or mistakes made. We provide a beautiful, safe, all-inclusive space and loving community where members feel encouraged to grow into their potential and live self-directed lives – at their own pace and on their own terms.

Recovery Café Lowell (RCL) 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. Lowell House utilizes the Recovery Café Model in its Peer Recovery Support Center, which abides by the guiding principles to live reflectively, show respect, cultivate compassion, practice forgiveness 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 recovery support, treatment and overcoming substance use disorder through addiction treatment and non-clinical programs like peer recovery coaching and Recovery Café Lowell.

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 RCL team. We are looking for a candidate who aligns with the Recovery Café Model and its guiding principles. We are also looking for someone who believes in the impact that love, human connection, and an all-inclusive, supportive environment can have on a person's recovery. This position specifically calls for someone who celebrates diversity and wholeheartedly supports all pathways of 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 Coach Academy and will work towards Recovery Coach certification (CARC) and possess a thorough understanding of the RC 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 RCL members. Strong ability to connect and communicate with others is important as this person will be primarily involved in engaging members. Having relationships with providers and entities in Greater Lowell is an advantage.

OUR PAY

Because we value our employees, the pay for the Member Engagement 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 community and program needs. Hours are tentatively set for Tuesday thru Saturday:

Tuesdays: 9am – 5pm
Wednesdays: 12pm – 8pm
Thursdays: 9am - 5pm
Fridays: 12pm – 8pm
Saturdays: 9am – 5pm

THE DETAILS OF THE JOB

POSITION **Member Engagement Coordinator** for the Lowell Peer Recovery Support Center (Recovery Café Lowell)

REPORTS TO Richard Hollett, Division Director of Recovery Support Services

JOB SUMMARY

The Member Engagement Coordinator will work with the RCL Team to uphold an environment within the support center that is welcoming, all-inclusive, and celebrates all pathways of recovery.

The Member Engagement Coordinator is responsible for orienting new members to RCL as well as engaging with all members, which will include planning and facilitating support groups, activities, and events.

The successful candidate will be a person with “lived experience” who thrives in an environment that supports innovation, creativity, and the vision to continuously grow with the ever-changing needs of the members.

The Member Engagement Coordinator is a 40 hour a week position with excellent benefits and pay.

ESSENTIAL FUNCTIONS:

- Works with Senior Member Engagement Coordinator to develop 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 AGENCY (Recovery Café database to track member activity.)
- Shares responsibility of overseeing RCL front desk operations.
- Maintains an up-to-date resource binder that staff can utilize to assist members in accessing resources.
- Works with RCL team to cultivate relationships with community partners who have interest in volunteering time or teaching a class.
- Facilitates recovery circles and peer support groups.
- Completes all required documentation in a timely manner.
- Follows all opening/closing procedures.
- 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 Coach 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 RCL members.
- Possesses proficient computer and social media 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 appropriate.
- Possesses 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.

HOW TO APPLY

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