



Bilingual Peer Recovery Coach 2025 Job Description

Scope and Position Responsibilities:

The Peer Recovery Coach supports the Recovery Programs Director by connecting individuals to equitable resources and community referrals during times of instability. This role includes leading recovery groups and skill-building workshops, and providing one-on-one coaching to participants in recovery. The coach follows up with those seeking support and must demonstrate adaptability, compassion, discretion, and de-escalation skills in emotionally charged situations.

Department: Spiritual Development
Supervisor: Recovery Programs Director
Direct Reports: 0

Major Areas of Responsibility :

Group Facilitation & Program Delivery

- Facilitate recovery groups during Personal Development sessions across all CrossPurpose locations
- Design and lead recovery-focused groups and workshops that promote healing, connection, and personal growth both in person and online
- Prepare group spaces by setting up, cleaning, and resetting shared rooms respectfully

Outreach & Participant Engagement

- Conduct outreach and follow-up with individuals requesting support through PD Recovery or LiveDifferent Recovery using Salesforce and Ritten
- Conduct community outreach as needed to raise awareness of services and build relationships with referral partners
- Utilize Salesforce to perform follow-up and outreach to new members who have attended LiveDifferent Recovery.
- Complete all engagement tasks accurately and within 8 business hours of client submission.
- Transfer, create, and maintain accurate profiles in Ritten for clients with Medicaid from Salesforce to support billing procedures.

Recovery Coaching & Wrap Around Support

- Manage an active caseload of approximately 25–30 participants at a time
- Provide one-on-one support, resource navigation, and advocacy for individuals in recovery
- Support participants in identifying and leveraging their strengths, skills, and gifts to build confidence, independence, and self-sufficiency through intentional goal setting and consistent follow-through.
- Conduct follow-up surveys and assessments to confirm that participant needs have been addressed

Resource Coordination

- Serve as a trusted connector by offering community referrals, recommending programs, and helping graduates access needed services
- Maintain and organize resource databases in Google Suite, including housing, transportation, government services, mental health, and spiritual development
- Expand and manage a network of community partnerships that support participant stability and long-term success

Documentation & Reporting

- Accurately document services and groups provided using DAP notes
- Enter all documentation into the Ritten EHR system within 24 hours of service
- Maintain up-to-date tracking using spreadsheets and internal systems

Additional Responsibilities

- Assist with event support and other duties as assigned

Qualifications

- Certified Peer Professional required*** CPFS, NCPRSS, RCP, or RCPF
- Bilingual in English and Spanish, with a willingness to facilitate Spanish-speaking recovery groups
- Lived experience with recovery from substance use, trauma, homelessness, and/or mental health challenges, with demonstrated personal progress
- Relatable and open to sharing personal stories to inspire and support others
- High level of ethical conduct, professionalism, and discretion
- Personable and able to quickly build trust with individuals from diverse backgrounds
- Strong interpersonal, written, and verbal communication skills; able to engage effectively with diverse audiences
- Excellent time management and organizational abilities
- Attention to detail, self-motivated, and reliable in follow-through
- Adaptable, team-oriented, and open to coaching and feedback

Hours, Compensation, and Benefits

• **Hours:** 40 hours/week, 1 Friday evening/month, and other evenings/weekends as scheduled. Travel required.

• **Compensation:** \$57,000 - \$68,400/year (Relationship Specialist I)

• **Vacation:** 15 days per year, plus the office is closed Christmas Day - New Year's Day, and staff have limited duties

• **Sick Days:** 6 days per year

• **Insurance Benefits:** Health, dental, vision, workers' compensation, unemployment, short-term disability, long-term disability

Benefits are discussed in more detail in our Employee Handbook