Position Title: **Recovery Services Specialist**
Program: Rainbow Recovery Program
Reports To: Wellness Services Director
Classification: Full-Time Salaried, Exempt
Salary Range: $73k-$77k DOE + Benefits (See benefits below)

Established in 2017, the Oakland LGBTQ Community Center Inc. (the Center) is dedicated to enhancing and sustaining the well-being of lesbian, gay, bisexual, transgender and queer (LGBTQ) individuals, our families and allies, by providing educational, social, health & wellness related activities, programs and services. The establishment of this service model marks the first time that an all-inclusive, intergenerational, and ethnically diverse, LGBTQ+ multi-service center, has ever existed in the city of Oakland.

Responsibilities:

- Enroll clients into the Rainbow Recovery Program.
- Conduct intake assessments to determine client needs and recovery and treatment goals.
- Develop client-driven individual service plans.
- Be on time for scheduled meetings in-person or virtual.
- Make referrals to appropriate internal and external service providers; and provides thorough follow-up and navigation support to clients/patients.
- Participate in community services meetings.
- Participates in outreach activities to make people aware of the Rainbow Recovery Program and its services.
- Help setup, monitor, and oversee scheduled evening support groups as scheduled.
- Provide naloxone (Narcan) and other substance use disorder related educational sessions for individuals and groups.
- Link clients to mental health support, medication assisted treatment (MAT) and other harm reduction services to help them manage their addiction.
- Actively involves clients in the design and delivery of services by ensuring they have an active voice in their individual service plans.
- Provides individualized guidance, coaching, and support to patients.

- Document all participant appointments, interactions, phone/zoom calls, referrals, etc., accurately and clearly in the care management physical chart and Apricot database (other databases as instructed).
- Interfaces with medical/primary care providers to advocate for patient/clients.
- Prepares reports in a timely manner as requested, using Center data collection tools and platforms.
- Participates in all Center trainings and meetings.
- Assist with the facilitation and monitoring of weekly evening substance use disorder related support groups, to include NA and our BIPOC recovery group meetings at the Center.
- Develops and maintains working relationships with outside treatment and other social service agencies, ensuring that clients/patients have maximum access to community resources.
- Observes all rules of confidentiality related to client/patient information, HIPPA protected information and treatment, both internally and when dealing with external agencies and/or individuals
- Adhere to agency policies and procedures/code of conduct.
- Write incident reports when necessary.
- Performs other duties as assigned by supervisor.

Qualifications:

- Bi-Lingual Spanish speakers encouraged to apply.
- Possess and maintain certification as an Alcohol and Other Drug (AOD) Counselor issued by a certifying agency approved by the California Department of Health Care Services **OR** a minimum of 3 years of experience working with individuals with mental health challenges and/or substance use disorders.
- Experience working with underserved LGBTQIA communities, including people of color, individuals experiencing homelessness and/or housing insecurity.
- Commitment to working directly with low-income people from diverse backgrounds in a helpful and supportive manner.
- Knowledge and training in substance use/addiction and related issues and understanding of recovery models, including harm reduction.
- Must have excellent time keeping skills.
- Understanding of co-occurring disorders and the interplay between mental health and substance use disorders.
- Must have experience working with the LGBTQ+ clients and be knowledgeable of HIV/AIDS/STI’s, substance use disorders, cultural competency, mental health and social-economic challenges of low-income and ethnic and gender minorities.
- Strong organizational, administrative, and problem-solving skills, ability to be flexible and adaptive to change while maintaining a positive attitude.

- Ability to prioritize tasks, work under pressure and complete assignments in a timely manner.
- •Ability to effectively present information to others, including other employees, community partners, clients/patients, funders, and vendors.
- Ability to seek direction/approval from supervisor and co-workers on essential matters, yet work independently with little on-site supervision, using professional judgment and diplomacy.
- Work in a team-oriented environment with several professionals with different work styles and support needs.
- Excellent interpersonal, verbal, and written skills and ability to effectively work with people from diverse backgrounds and be culturally sensitive.
- Conduct oneself in external settings in a professional manner that reflects positively on the Oakland LGBTQ Community Center.
- Ability to see how one's work intersects with that of other departments of the Center and that of other partner organizations.
- Proficient in Microsoft Office applications such as Word, Excel, Teams, and Outlook, with ability to manage databases.
- Ability to travel to meet with or accompany client/patient appointments and meetings. Note: staff will never be required to transport patients in their personal vehicle.

Benefits:

The Oakland LGBTQ Community Center offers a competitive wage and benefits package that includes 100% employer-sponsored medical, dental, vision and disability insurance, 401k, and paid time off (PTO) including vacation, sick leave, mental health days, 1 remote day per week,14 paid holidays, including two floating holidays such as, day after Pride, and election day.

The Oakland LGBTQ Community Center is an equal opportunity employer committed to maintaining a culturally diverse work environment. Individuals with diverse experiences, people of color, bilingual English-Spanish speakers, lesbian, gay, bisexual and transgender individuals, women, and people living with HIV/AIDS or other disabilities are particularly encouraged to apply.

This position is supported with the generous support of government and foundation grants. Grant funded positions are time limited and contingent upon sufficient grant funding.

Please send your resume and letter of interest to: apply@oaklandlgbtqcenter.org
**Email Subject: "Recovery Services Specialist"*
no calls or resume drop-offs please.