



Position Title: Recovery Services Coordinator

Reports to: Program Director

Classification: Full-Time Salaried, Exempt

Compensation: \$60-\$65k DOE + benefits

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 a multi-ethnic, multi-gender, and intergenerational, LGBTQ community service center, has ever existed in the city of Oakland.

Responsibilities:

- Conducts intake assessments to determine patient's needs and goals and develops patient-driven service plan; makes referrals to appropriate internal and external service providers; and provides thorough follow-up to patients.
- Outreach to patients to engage in services, including street-based outreach to link them to substance use disorder care and treatment (MAT) and enroll them into the Center's recovery services programming.
- Supports clients receiving primary care medication assisted treatment and other harm reduction strategies to support clients in managing their addiction.
- Actively involves patients in the design and delivery of services by ensuring they have an active voice in their goal/service plans.
- Provides individualized guidance, coaching, and support to patients.
- Communicates with patients, documents clearly in the care management record and interfaces with medical/primary care providers to advocate for the patient.
- Prepares reports as required using Center data collection tools and platforms.
- Participates in all Center trainings and meetings. Attends all MAT access meetings.
- Develops and maintain working relationships with outside treatment and other social service agencies, ensuring that 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
- Performs other duties as assigned by supervisor.

Qualifications:

- 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 enrolled in certification course and actively pursuing certification OR 5 years of experience working with individuals with substance use disorders.

- Experience working with underserved LGBTQIA communities, including individuals experiencing homelessness and/or housing insecurity. Commitment to working directly with low-income persons 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.
- Understanding of co-occurring disorders and the interplay between mental health and substance use disorders.
- Must be sensitive to HIV/AIDS, Hepatitis C, mental health, substance use, cultural, social, ethnic and gender issues
- If in recovery, minimum two years of sobriety and comfortable with sharing recovery experiences, when appropriate.
- Strong organizational, administrative and problem-solving skills, and ability to be flexible and adaptive to change while maintaining a positive attitude.
- Ability to prioritize tasks, work under pressure and complete assignment in a timely manner.
- Ability to effectively present information to others, including other employees, community partners and vendors.
- Ability to seek direction/approval from on essential matters, yet work independently with little onsite supervision, using professional judgment and diplomacy.
- Work in a team-oriented environment with a number of 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 way that reflects positively on Oakland LGBTQ Community Center as an organization of professional, confident and sensitive staff.
- Ability to see how one's work intersects with that of other departments of the Center and that of other partner organizations.
- Make appropriate use of knowledge/ expertise/ connections of other staff.
- Be creative and mature with a "can do", proactive attitude and an ability to continuously "scan" the environment, identifying and taking advantage of opportunities for improvement.

Job Requirements

- High School diploma or GED.
- At least two (2) years of work experience in a community-based health care or social service capacity.
- Proficient in Microsoft Office applications such as Word, Excel, Teams, and Outlook, with ability to manage databases.
- Reliable means of transportation for community outreach and travel to patient appointments and meetings. Note: staff will never be required to transport patients in their personal vehicle.

Job Preferences

- Bilingual in English/Spanish strongly preferred.

- Lived experience relative to working with people experiencing homelessness (e.g. formerly homeless, social or behavioral health services consumer, criminal justice system involvement, foster care involvement, close family-member of someone with these experiences).

Compensation & Benefits:

The Center offers a competitive wage and benefits package that includes employer-sponsored medical, dental, vision and disability insurance, 401k, and paid time off including vacation, sick leave, 13 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-Cantonese 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 DHS and the Sierra Health Foundation. Grant funded positions are time limited and contingent upon sufficient grant funding.

Please send your resume and email of interest to joe.hawkins@oaklandlgbtqcenter.org

*Email Subject Note: "Recovery Services Coordinator" no calls or drop-offs please. To learn more about the Center, please visit us at www.oaklandlgbtqcenter.org.