



## Certified Recovery Coach Supervisor Job Description

<b>Job Title:</b>	Certified Recovery Coach Supervisor
<b>Location:</b>	MassHire Career Center as home base; some remote work with regular activity at community agencies and Hampden County House of Corrections
<b>Shift:</b>	Monday – Friday, 8:30am – 4:30pm, nights and weekends to support community events.
<b>Reports To:</b>	Program Director, Reentry & Recovery Programs
<b>Salary Range:</b>	\$56,000 – \$62,500
<b>To Apply:</b>	Please email your cover letter and resume to <a href="mailto:rreno@masshireholyoke.org">rreno@masshireholyoke.org</a>

### **Summary:**

Working closely with Reentry & Recovery Program staff, the Field Supervisor performs a combination of offsite supervision, Recovery Coach supervision, administrative, workshop facilitation, and direct service duties. This position provides leadership and oversight to Recovery Coaches while assisting justice-involved individuals and individuals in recovery from substance use disorders in achieving recovery, stability, and employment outcomes. Services are delivered through the Hampden County Sheriff's Department, Safe and Successful Youth Initiative, Community Empowerment Reinvestment Grant, and other funded programs as applicable.

### **Position-Specific Responsibilities:**

- Provide direct supervision, coaching, training, and performance evaluations for Recovery Coaches.
- Provide regularly scheduled site supervision for staff working at offsite and community-based locations.
- Facilitate employment readiness and recovery-focused workshops onsite, offsite, and virtually as needed.
- Assist with onboarding, training new staff, and maintaining standard operating procedures.
- Perform general administrative duties including preparing materials, correspondence, reports, data entry, and maintaining calendars and procedures.
- Assist staff with participant intakes, follow-up appointments, walk-in services, and virtual customer services.
- Review and supervise staff documentation and data entry processes for accuracy, timeliness, and compliance.
- Perform scheduling duties, attend meetings, screen calls, and maintain accurate and time-sensitive databases.
- Maintain excellent working relationships with the Sheriff's Department, correctional facilities, community agencies, business partners, and participants.
- Provide advocacy, referrals, and resource coordination to participants as needed.
- Participate in quality improvement initiatives, program meetings, and cross-departmental activities.
- Exhibit professionalism through attendance, punctuality, appearance, demeanor, and willingness to exceed normal job expectations.
- Perform other duties as assigned by program leadership and executive management.

**Position Specific Qualifications:****Must be an experienced Certified Recovery Coach Supervisor**

- Bilingual English/Spanish (preferred, but not required)
- Experience supervising and/or training staff preferred.
- Experience working with justice-involved individuals, individuals in early recovery, and/or at-risk populations.
- Lived experience in recovery or demonstrated understanding of recovery-oriented systems of care preferred.
- Associate's Degree and at least two (2) years of job-related experience; equivalent experience may substitute for education.
- Technological proficiency with Microsoft Office Suite, Google Workspace, Zoom, and database systems.
- Strong oral and written communication, organizational, and problem-solving skills.
- Ability to multitask, prioritize, and meet deadlines with minimal supervision.
- Valid Driver's License and ability to travel using a personal vehicle.
- Ability to pass a background check administered by the local Sheriff's Department.

**MHH Expectations of All Staff:**

- Actively supports a priority on exceptional customer service.
- Strives to make customers feel welcomed and comfortable while providing accurate information.
- Develops and maintains effective working relationships with staff and customers from diverse backgrounds.
- Exhibits professionalism and seeks guidance and support when needed.
- Participates in trainings, workshops, seminars, and community events as required.
- Serves on cross-departmental teams and committees as needed.
- Demonstrates technology proficiency and effective workload management.
- Maintains strict confidentiality and functions consistent with organizational mission and goals.
- Performs other duties as assigned by executive leadership.

**Have Fun!**