

NEW LIFE COMMUNITY SERVICES (NLCS), SANTA CRUZ, CA

JOB DESCRIPTION

Title: Technician	Date Written: 12/2016
Supervisor: Operations Manager	Last Reviewed/Revised Date: 10/2017
FLSA Designation: Exempt	Approved by: Anna Phillips, MA, Executive Director

JOB SUMMARY: Under the supervision of the Program Manager the Technician is the first point of contact for all client issues as related to day to day program function and serves as the primary receptionist receiving all visitors and answering all incoming phone calls. The NLCS Technician role is an essential part of the recovery program and team. This role is the first responder to all community contact, client support and daily facility function.

ESSENTIAL DUTIES

Administrative

- Complete the shift checklist for the facility
- Provide accurate and helpful responses to phone and in-person public inquiries. Refer people to proper staff as needed.
- Provide support in the milieu OSM/Counselors, as needed.
- Answer incoming phone calls to NLCS.
- Manage payments received from clients, donors, or others. These payments will be processed and reconciled at the front desk.
- Effectively handle security, safety and cleanliness issues as they arise.
- Maintain and monitor facility and clients to ensure a stable, safe, and clean environment. Which includes food service checks such as regularly scheduled inspections and logging of temperature in refrigerator, freezers, ice box and food items served.
- Keep accurate detailed records. This includes updating log books (drug testing, staff log, etc.), charting, and other tracking tools, paper or online, as required for contract compliance.
- Conduct Urinary Analysis and breathalyzer testing.

SECONDARY DUTIES

Perform other tasks as assigned by supervisor, as needed in emergencies, or supporting other staff with supervisor approval.

EDUCATION REQUIRED:

- High School Diploma or higher;
- Completion of addiction counseling program or currently enrolled

LICENSES/CERTIFICATIONS REQUIRED:

- Certified or registered recovery worker with accredited credentialing board, CCAPP or CAADEE.
- The following are required for STOP clearance and may be obtained after start of employment:

707 Fair Avenue, Santa Cruz, CA 95060 www.NewLifeSC.org 831.427.1007

New Life Community Services responds compassionately to human suffering and need by providing treatment for addiction and support for families, together with counseling, education, and training.

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- Live Scan security background check, current CPR/First Aid certification, TB test, Health Screening Clearance.

EXPERIENCE REQUIRED:

- One year of experience in the recovery field, preferred.

KNOWLEDGE REQUIRED:

Basic knowledge concerning substance abuse screening and referral. Knowledge of addiction, 12-Steps, abuse, trauma, mental health, special needs, and the signs thereof. Knowledge of pertinent laws, regulations, and best clinical practices with a focus on high quality.

QUALIFICATIONS:

Bilingual (Spanish/English) preferred but not required; Market knowledge

SKILLS/APTITUDES/TEMPERMENTS:

- Ability to present information or ideas clearly in English, both orally and in writing. This includes ability to proofread and use correct spelling, grammar and punctuation, and ability to write correspondence and memos.
- Ability to understand and follow instructions, reason and make judgments as they relate to the job or situation.
- Ability to interface effectively with all levels of employees, the public and with clients; to diffuse hostility when needed.
- Moderate proficiency and/or willingness to learn computer skills is necessary. This includes Microsoft Office, Office 365, Google Apps, and other Web applications.
- Ability to problem solve and resolve conflicts especially in high pressure situation.
- Ability to adapt to situations and understand other's feelings and personal viewpoints.
- Ability to work with and relate to other professionals.
- Ability to work and function as a team member.

EMOTIONAL EFFORT:

JOB REQUIREMENTS

The Technician is available at all times during their shift to manage client needs. The Technician arranges another staff to cover for them during break times or provides contact information to clients on how he or she can be reached during breaks.

JOB SETTING

The job is performed in an enclosed climatically controlled office. Work is completed independently and in cooperation with the Program Manager, Counselors, Administrative Director, and Executive Director, other company personnel, the public and clients.

AGENCY Mission and Vision Statements

Mission Statement: New Life exists to provide state of the art addiction treatment and human support services by providing professional, compassionate counseling from a supportive Christian perspective to those

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who are disenfranchised individuals and families of society by treating the whole person and developing ongoing participation in community.

Vision Statement: Be a leader and resource for the community and international church in regards to addiction treatment and spiritual growth.

PHYSICAL DEMANDS

The job is primarily sedentary with walking and standing as is necessary to carry out the job duties. Normal lifting and/or carrying is limited to approximately 15 lbs., with occasional lifting up to 25 lbs. Heavier items are moved by using proper material handling equipment, assistance from another person or by work order request.

Normal or corrected talking, hearing and seeing abilities are sufficient to perform the required tasks.

Duties and responsibilities may be added, deleted or changed at any time at the discretion of management, formally or informally, either orally or in writing.

My signature acknowledges that I have read and understood the job description.

Signature

Date