



This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

JOB DESCRIPTION

POSITION TITLE: CRSW
REPORTS TO: Program Director
DEPARTMENT: Operations
LAST REVISED: 04/2021

PRIMARY DUTY

The Awake Hours CRSW is responsible for managing a residential treatment milieu, promoting a sound therapeutic environment, and assisting both the Clinical and Administrative Team.

ESSENTIAL JOB FUNCTIONS include the following. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Screens client/patient belonging during the initial intake process
- Knowledge and certification of CPR, Narcan and basic first aid
- Adhere to medication procedures, including medication counts and medication observation
- Ability to document and navigate within the client's Electronic Medical Record
- Conducts room searches in a Trauma Sensitive manner
- Communicates client patient allergies to Food Service Department
- Responds to negative client behaviors using appropriate de-escalation skills
- Adheres to discharge protocol, including return of belongings and medication
- Conducts toxicology screens in a trauma sensitive manner
- Adheres to basic food safety including hand hygiene, hairnet use, temperature monitoring, and proper food storage.
- Operates telephone switchboard to answer, screen and forward calls, providing information and taking messages
- Greets visitors entering establishment and directs or escorts them to specific destinations
- Reports any issues or problems that may arise to the Administrator and follow incident reporting protocols.
- Complies with state, federal, and all other applicable health care and safety standards
- Assists families and other visitors as needed
- If in an overnight position you are required to be awake.
- Attends in-services and other required meetings



- Perform other duties and tasks as assigned

EDUCATION and EXPERIENCE an equivalent combination of education, training and experience will be considered.

- High School diploma or equivalent preferred; a minimum of one (1) year of customer service experience; or an equivalent combination of education and experience. Must be a Certified Recovery Support Worker in New Hampshire or receiving supervision with a detailed action plan to achieve certification.

SUPERVISORY REQUIREMENTS of this position are generally as follows:

- This position does not require supervisory responsibility

KNOWLEDGE, SKILLS and ABILITIES which may be representative but not all inclusive of those commonly associated with this position.

- Language Ability - Reads and interprets documents; ability to write simple messages and correspondence
- Written Communication - Writes clearly and informatively; able to read and interpret written information
- Verbal Communication - Talks to others to convey information effectively; speaks to others clearly; ability to listen and understand information and ideas presented through spoken words and sentences
- English Language - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
- Customer and Personal Service - Knowledge of principles for providing customer and personal services. This includes meeting quality standards for services, and evaluation of customer satisfaction
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Organizational Support – Follows policies and procedures; completes tasks correctly and on time
- Adaptability – Adapts to changes in the work environment; changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events
- Attendance/Punctuality – Ensures work responsibilities are covered when absent; arrives at meetings and appointments on time
- Dependability – Completes tasks on time or notifies appropriate person with an alternate plan
- Professionalism – Treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions



COMPUTER SKILLS/EQUIPMENT USED TO PERFORM THE JOB which may be representative but not all inclusive of those commonly associated with this position.

- Desktop computers, fax machines, scanners, copiers
- MS Office (Word, Excel, Outlook)
- Multi-line telephone systems

WORK ENVIRONMENT environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- The employee may be exposed to bodily fluids and odors, dust or fumes
- The noise level in the work environment is usually moderate

PHYSICAL ABILITIES commonly associated with the performance of the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to talk, hear and sit
- The employee is occasionally required to stand, walk, stoop, kneel or crouch, use hands to handle or feel objects, reach with hands and arms, taste or smell
- The employee must occasionally lift and/or move up to 25 pounds
- Specific vision abilities required by this job include close vision, distance vision, color discrimination, peripheral vision, depth perception, and the ability to adjust focus

HIPAA PRIVACY TRAINING & SANCTIONS

- All employees who have access to health information whose confidentiality is protected by the HIPAA Privacy Rule are required by the Rule to receive training so that they have an understanding and knowledge of the Privacy Rule that corresponds to their job responsibilities and of the group health plan's policies and procedures that impact on their job duties. Site specific training on requirements of the HIPAA Privacy Rule and the plan's health information policies and procedures under the direction of the plan privacy officer may be required for this position based upon site specific requirements. Employees who violate the requirements of the HIPAA Privacy Rule will be subject to discipline, up to and including termination.

ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of the CRSW and agree to perform the identified essential functions in a safe manner and in accordance with the established procedures. I understand that as a result of my employment, I may be exposed to blood, body fluids, infectious diseases, air contaminants, and hazardous chemicals and that the company will provide to me instructions on how to prevent and control such exposures.



I understand that my employment is at-will and thereby understand that my employment can be terminated at-will either by the facility or myself and that such termination can be made with or without notice.

Signature: _____

Date: _____

CC: Employee File