

**VOLUNTEERS OF AMERICA ALASKA  
FLOOR COUNSELOR - ARCH  
POSITION DESCRIPTION**

<b>Position Title:</b>	Floor Counselor
<b>Reports To:</b>	Director of Residential Services
<b>Direct Report(s):</b>	Recovery Coach I & II
<b>Pay Range:</b>	43,000-45,000k yearly; Exempt position

**Objective**

The Floor Counselor is responsible for the oversight, monitoring and supervision of the peer hierarchy within the milieu of the program, and supervision of support staff such as Recovery Coach I and II. The main focus that marries both responsibilities is ensuring the climate of the program reflects a safe, nurturing environment in which adolescents can begin experiencing healthy living through valuable learning experiences, positive connections with others and hope that will carry them in to the next chapter of their lives.

The Floor Counselor demonstrates advanced crisis intervention, motivational interviewing techniques, counseling skills and models developing therapeutic relationships with residents. This position is a member of the ARCH supervisory team.

**Essential Functions, Duties & Responsibilities**

***Supervision and Training***

- Recruit, hires and trains Recovery Coaches I & II.
- Provide initial and on-going training to Recovery Coaches I & II in areas such as orientation, safety procedures, crisis and behavioral interventions, program policies and procedures, and program rules.
- Provide on-going supervision to Recovery Coaches I & II through verbal feedback and written performance evaluations.
- Model appropriate interventions and limit-setting to help ensure the general safety and welfare of clients at ARCH.
- Schedule and facilitate Recovery Coaches I & II team meetings.
- Identify areas for continued growth and create skill development activities to meet these needs.
- Train, monitors and continuously create tools for Recovery Coaches to utilize that assist in the achievement of residents recovery goals and objectives.
- Works with staff to develop and maintain a safe, therapeutic environment and develop therapeutic relationship with residents with emphasis on connect before correct.
- Attend weekly staff meetings and contribute to the clinical decision-making process with the responsibility of carrying necessary information to Recovery Coach I & II to ensure a united team approach is held.

- Model and teaches appropriate boundaries and professionalism
- Adhere to and enforces CARF standards, Division of Public Health and Division of Behavioral Health regulations and agency policy and procedures.

### ***Clinical***

- Responsible for arranging, designing and fostering situations that can result in learning opportunities for residents requiring problem solving, coping with natural consequences, communicating assertively while simultaneously reinforcing the desired behaviors residents are working towards that support a lifestyle of right living.
- Supervise and monitor the peer hierarchy within the program (Senior, Wing Manager, Events Coordinator, Kitchen Department, Maintenance Department) by providing guidance and direction to residents in specific positions and utilizing Therapeutic Community techniques to empower peers to work together, make decisions and problem solve to reflect real world problems they will encounter in the future.
- The Floor Counselor is responsible for utilizing the community itself as method and teacher in the treatment process while creating and monitoring a highly structured, well-defined, and continuous process of self-reliant program operations.
- The Floor Counselor acts as the liaison between clinical operations and milieu functioning through co-facilitation of peer-led community building groups that empowers peer involvement, enhances resident contribution to one another's recovery efforts and provides opportunities to problem solve issues that surface.
- Develop therapeutic relationships with ARCH residents.
- Responsible for developing and co-facilitating peer led groups.
- Provide crisis intervention as indicated.
- Responsible for ensuring that appropriate safeguards are in place so all shifts are safe and run effectively.
- Maintain healthy and effective relationships with employees, supervisors and co-workers.
- Completes clinical documentation in accordance to agency policy and procedure, Medicaid regulations, Division of Behavioral Health requirements, and Division of Public Health regulations.
- Acts as on call supervisor on a rotating basis.

### ***Other Duties***

- Maintain client confidentiality and safeguard client information as per 42 C.F.R. part 2 and HIPAA privacy and security regulations.
- Participate in program planning and development.
- Complete all assigned duties in accordance with timelines established by immediate supervisor.
- All other duties as assigned.

### Knowledge, Skills and Abilities

- Bachelor's degree in the counseling field (or related) and one year of experience in the behavioral health/substance abuse field.  
**OR**  
High School Diploma/G.E.D. and three years of experience in the behavioral health/substance abuse field.
- Has qualifications to be a Qualified Addiction Professional or Peer Support Specialist as defined by the State of Alaska. If not current, has documented plan on how this will be achieved within 3 years of hire.
  - Qualified Addiction Professional (QAP): Chemical Dependency Certification level II (CDC II) and/or National Certificated Addiction Counselor I (NCAC I)
  - Peer Support Specialist (PSS): The ability to self-identify as someone who has lived experience of recovery from mental illness and/or addiction.
- A National Provider Identification Number (NPI) is required for all individuals providing services, if individual does not have on hire is willing to provide necessary information to obtain.
- Must adhere to NAADAC Code of Ethics for professionals and/or peer support guidelines.
- Supervisory experience preferred.
- Ability to make sound decisions based on information available.
- Able to multi-task, manage and prioritize responsibilities.
- Excellent writing and communication skills.
- Ability to work flexible hours (including days, evenings and some weekend hours.) Ability to travel if required (must have own transportation.)

### Working Conditions

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Works in office areas. Interacts with staff, consultants, and outside vendors. May be subjected to interruptions throughout the workday.
- While performing the duties of this job the employee is frequently required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to lift up to 25 pounds. The vision requirement includes close vision.

### Acknowledgement

***Every effort has been made to identify the essential functions of this position. However, this job description in no way states or implies that these are the only duties you may be required to perform. The omission of specific descriptions of duties does not exclude them from the position if the work is similar, related or can be considered essential to this position.***



*I have read and understand this job description and fully understand the requirements set forth herein. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I further understand that my employment is at-will; that my employment may be terminated at-will by Volunteers of America Alaska or myself, with or without notice for any reason not expressly prohibited by law.*

---

Printed Name of Employee

---

Signature of Employee

Date: \_\_\_\_\_