



deep healing without meds

JOB DESCRIPTION

Title: Seeker* (Resident)/Guide Manager

Division:

Status: Full Time

FLSA: Exempt

Location: 26 Parker Road; Brookline; Vermont; 05345

Salary: In accordance with Agency salary schedule and Offer Letter

Restrictions: "Section 504" to apply, if applicable

Supervised by: Executive Director

To Apply: Submit a Cover Letter and Resume to: laura.innerfire@gmail.com and beatrice.innerfire@gmail.com

Job Summary: The Seeker (Resident)/Guide Manager (SGM) is responsible for the day-to-day coordination of the Seekers and the management of the Guides. In that capacity, SGM supports wellness, recovery, and independent living of the Seekers and ensures Seeker training in living and home management, social and employment skills, emotional support, coordination of services, and treatment planning. SGM promotes community integration and healthy lifestyles. SGM serves as the primary point of contact for all resident-related care, facilitates the process and flow of each Seeker's Healing Journey, provides an individual and collective guidance through the Inner Fire program.

**Seeker, is the term Inner Fire uses for the residents who seek to reclaim their lives.*

Essential Duties and Functions

Seeker Care Responsibilities

1. Supports and manages Seekers' Admissions, Admittance, and Discharges.

2. Reviews and ensures Seeker timely completion of and compliance with all admissions documents.
3. Shares/communicates Seekers' applications, bios, assessments, and other information with staff, as appropriate, for three day visits and program admission. Supports/manages three-day visits as directed by the Executive Director.
4. Greets and welcomes Seekers upon arrival to the program. Assist with room selection and getting settled in. Searches Seekers' belongings and collects items for storage in office.
5. Orients Seekers to Inner Fire. Reviews Seeker Handbook with Seekers in the first week of stay.
6. Serves as point of contact between Seekers and parents for supplies/Seeker needs.
7. Assists Seekers in developing and implementing Action Plans as part of a team which includes individual Seekers, clinicians, family members, other Inner Fire staff members, and representatives from community organizations, as appropriate. This includes creating and maintaining organized records of meetings and outcomes.
8. Supports residents in maintaining their prescribed medication regimen in conjunction with appropriate medical personnel. Ensures that all medication administration policies and procedures are adhered to. Completes incident reports for medication errors.
9. Schedules seeker appointments as needed and facilitates or provides transportation for residents when necessary, attends staff, doctor, and other meetings.
10. Conducts weekly check-ins with each Seeker regarding practical needs, concerns, wishes, supports. Assesses their emotional, physical, and mental state and communicates program adjustments as needed. Works with Guides on tracking Seekers' progress through program curriculums.
11. Ensures orientation and awareness regarding Seekers' rights, grievances, and advocates for their rights and Inner Fire program guidelines.
12. Ensures regular updates by guides and therapists for each Seekers Healing Journey.
13. Facilitates Seeker Care group meetings and adjusts program schedules, as needed. Takes notes and coordinates communication, as needed.
14. Maintain Seeker records/files and keeps the same up-to-date.
15. Oversees orientation and facilitation of medication administration for Guides and Seekers.
16. Facilitate Seekers' transition and volunteer opportunities. Identifies and build relationships with potential places for Seekers to volunteer during transition phases. Connects Seekers with community resources based on Seekers' needs related to job placement, education, and housing opportunities.

Administrative/Management/Supervisory Responsibilities

1. Direct management, supervision and evaluation of all Inner Fire Guides. Provides on-going guidance and support and ensures completion of annual performance evaluations of all direct reports.
2. Communicates and meets regularly with the Executive Director to ensure efficient, professional, and effective delivery of services to Inner Fire Seekers.
3. Collaborates with HR in developing policies and procedures to ensure Seekers' safety.
4. Collaborates with the Executive Director to orient new Guides in the realm of Seeker Care and ways of working with Seekers.
5. Collaborates with the COO and Business Manager to develop, propose, implement, and manage appropriate staffing ratios ensuring optimal Guide schedule coverage, ensuring those stay within the Inner Fire budget.
6. Ensures Seeker and Guide satisfaction and engagement by cultivating an efficient, team-building, and safe environment.
7. Fosters strong communication across Inner Fire and creates an efficient and engaging work environment. Collaborates with HR to provide training and in-services to all staff. Ensures and adheres to maintaining professional boundaries between Guides and Seekers and takes corrective steps, as appropriate.
8. Makes sound decisions to resolve problems quickly.
9. Enforces all policies and ensures the staffs' compliance to policies.
10. Collaborate and communicate with other guides, therapists, and other Inner Fire staff in a proactive and respectful manner. Employs and creates opportunities for resolution through non-violent communication (NVC).
11. Collaborates with the COO and Business Manager to ensure timely recruitment, evaluation, and termination of Guides. Employs motivational interviewing techniques.
12. Completes incident reports within 24 hours for resident injuries, thefts, property damage, physical or sexual assault, major physical plant issues, AMA discharges, self-injury/suicide attempts, relapse, death, fire, and abuse/neglect/exploitation.
13. Attends weekly staff and department meetings and staff development opportunities, meeting the training requirements for the position.
14. Completes special projects as requested.

Community Responsibilities

1. Demonstrates an understanding and commitment to Inner Fire's Mission, Vision, and Core Values.
2. Represents Inner Fire professionally and positively to others including families, doctors, therapists, vendors, other providers, employers, volunteer contacts, interns, volunteers, visitors, prospective recruits and Seekers and the general public.
3. Maintains respectful, therapeutic, and supportive relationships with Inner Fire's Seekers and clients at all times.
4. Maintains Seeker/client privacy by keeping personal information confidential in accordance with federal HIPAA legislation and Inner Fire policies and procedures.
5. Willing to draw upon own personal talents, interests, and passions to develop special programming for the community and develop relationship with individuals.
6. Participates in holidays and other Inner Fire special events throughout the year.
7. Participation in weekends, holiday rotation, and on-call as needed.
8. Provides crisis intervention and assistance as needed or requested.
9. Employs impeccable interpersonal skills.

Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the organization.

Required Skills

- Ability to maintain confidentiality in accordance with Inner Fire policies.
- Must be able to operate a computer and proficiently use the Microsoft suite of Office products.
- Customer and Personal Service. Knowledge of principles and processes for providing quality customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources management, leadership technique and coordination of people and resources.
- Critical Thinking. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making. Considering the relative costs and benefits of potential actions to choose the most appropriate one.

- Written Expression. The ability to communicate information and ideas in writing so others will understand.
- Time management: the ability to manage one's own time and the time of others in order to meet deadlines.
- Oral Comprehension. The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression. The ability to communicate information and ideas in speaking so others will understand.
- Problem Sensitivity. The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Written Comprehension. The ability to read and understand information and ideas presented in writing.
- 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.
- Active Learning. Understanding the implications of new information for both current and future problem-solving and decision-making.
- Coordination. Adjusting actions in relation to other's actions.
- Works well with others within/without Inner Fire.
- Interacts with difficult individuals politely.

Work Style

- Independence. Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, depending on one's self to get things done.
- Leadership. The job requires a willingness to lead, take charge, and offer opinions and direction.
- Self-control. The job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Attention to Detail. Job requires being careful about detail and thorough in completing work tasks.
- Privacy. Job requires a scrupulous attention to privacy issues and compliance with existing policy, State and Federal law, and the directives of your supervisor.
- Integrity. The job requires being honest and ethical.

- Initiative. The job requires a willingness to take on responsibilities and challenges.
- Dependability. Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Achievement/Effort. Job requires establishing and maintaining personally challenging achievement goals and exerting effort towards mastering tasks.
- Persistence. Job requires persistence in the face of obstacles.

Adaptability/Flexibility

- Job requires being open to change (positive or negative) and the considerable variety in the workplace.

Environmental Factors:

Duties may include work outside of regular work hours and travel may be required for which a reliable means of personal transportation must be available. Must be able to physically handle files, file boxes, use a computer and other office equipment. Must be able to lift, hold and reach with up to 20 pounds repetitively and occasional move bankers boxes filled with files safely and securely. Must be able to bend to reach and maintain files. Must be able to place and receive e-mail, telephone and in-person communication with employees and the general public. Handicapped “Section 504” to apply.

Education and Training Requirements

- Education: Bachelor’s degree required. Master’s degree preferred.
- Experience: Health and Human Services, Social Work, Case Management, Mental Health, Addiction. Between 1-2 years of management and/or supervisory experience, Motivational Interviewing, and Non-Violent Communication skills are required. Licensure will be a plus.