



Recovery Cafe of Madison

Established 2022

JOB DESCRIPTION: Program Coordinator (Start-Up Phase)

Job Summary:

The Recovery Café is an inclusive, healing community where we believe we are all recovery from something. Our recovery challenges may include substance use, mental health, depression, anxiety, loneliness, grief/loss, trauma, overeating, overworking, homelessness, incarceration, or anything that keeps us from thriving. We believe we all deserve to be deeply known and loved, and that we all have unique gifts and talents needed by our community. You are in recovery when you say you are, and ALL pathways of recovery are welcomed and supported at Recovery Cafe.

The Program Coordinator has a deep understanding of the Café's vision and works alongside the staff and volunteer teams to nurture and maintain our guiding principles. The Program Coordinator plays a key role in the development and oversight of core programs (School for Recovery, Sober Social Events, volunteer program, community partnerships, etc.).

Days and hours of operation: The Recovery Café is currently open on Tuesday and Thursday from 1:30 pm to 6:30 pm and Saturday from 10:00 am to 2:00 pm; the schedule of work will vary according to staffing needs. Hours of operation may change to meet the needs of the members. This person will work up to 29 hours per week on a regular basis.

The Program Coordinator's roles and responsibilities are included, but are not limited to, the following:

- **Oversight of Café Space (Year 1)**
 - Collaborate and oversee Floor Lead(s) (Member Leader/Community Volunteer Floor Lead).
 - Oversight of meal prep, service, and clean-up (with Member Leader Kitchen Lead).
 - Plan and coordinate of food related items and supplies; provide to Director for purchase.
 - Provide peer support and serve as resource connector with Café Companions and Floor Lead.
 - Assist in onboarding new community volunteers and interns on internal Café logistics.
 - Provide oversight to volunteers and interns who are serving as Café Companions.
 - Monitor Member and guest behaviors to ensure the Café is creating a safe space for all.
 - Ensure guiding principles are upheld by all in the Café space.
 - Assist in coordinating and facilitating daily Café activities (with support of Director).
- **Supervise and Coordinate Community Volunteer and Member Leader Programs (Month 2)**
 - Coordinate Community Monthly Volunteer Orientations and Café Companion Trainings.
 - Coordinate and facilitate monthly community volunteer Recovery Circles.
 - Coordinate and promote monthly volunteer training (for Member Leaders, Community Volunteers, Interns; and Staff as appropriate).
 - Oversee communication with volunteers through Community Connect, Facebook, etc. (with Director).
 - Create and oversee Member Leader Program (once core members emerge)
- **Recovery Resources and Community Outreach Program Development (Month 2)**
 - Oversee scheduling of Recovery Spotlights - develop key relationships with community providers.

- Develop Community Outreach program structure & relevant marketing materials.
- Coordinate community outreach events and meetings to present Café model.
- Assist in marketing & facilitation of monthly Virtual Coffee Hour events.
- Assist Senior Café Manager in organization of recovery resources.
- **Program Development of School for Recovery (Phase 2)**
 - Create program materials (course applications, lesson plans template, feedback form, etc.)
 - Connect with community partners and volunteers to identify course facilitators.
 - Review course applications.
 - Manage quarterly and interim scheduling of School for Recovery classes.
 - Maintain attendance records of course participants (with RHC support).
 - Support in marketing efforts (intern support of class flyers, calendars, and social media posts).
 - Attain evaluation of classes and workshops upon completion and identify training needs.
- **Coordinate Monthly Sober Social Events (Phase 2)**
 - Work with Director to identify a calendar of monthly Sober Social Events.
 - Identify event coordination responsibilities with staff, interns & community volunteers.
 - Support in event marketing and promotion efforts (intern support of event flyers, community outreach, and social media posts).

Required Qualifications:

- Must have strong interpersonal communications skills
- Must have strong organization and project management skills
- Must have ability to self-lead and activate others
- Ability to consistently serve as a motivator, conflict resolver, and “de-escalator” for both staff and members.
- Ability to accurately represent Café services and programs to other agencies and Café visitors both orally and in writing.
- Ability to work amicably on a diverse staff team with flexibility, creativity, and enthusiasm.
- Proficiency in basic computer skills sufficient to communicate effectively with staff and other agencies using Microsoft Word, Excel, and email.
- Personal understanding of the recovery journey (not necessarily in recovery from chemical addiction)
- Ability to embody principles of recovery in daily interactions.
- Strong desire to support individuals who are on the recovery journey
- Capacity to be loving and to establish and maintain appropriate boundaries with Café patrons who at times may be very challenging.
- Valid driver’s license (safe driving record required).

Minimum Education, Work and Skill Requirements:

- Education: Minimum of bachelor's degree required. Years of experience in human services may be substituted.
- Work Experience: 2-5 years progressively responsible work experience in a position utilizing skills relevant to this position.
- Peer Recovery Coach or Certified Recovery Specialist Training (or willing to attain training within 60-90 days).

Additional Qualifications:

- Previous experience in a social service agency and with populations struggling with recovery related challenges.
- Supervisory and/or Volunteer Management Experience.

