



Job Description

Job Title: Operations Coordinator

Department: Accreditation and Certification - Recovery Network Program

Reports to: Recovery Network Director and Vice President of Accreditation and Certification

Hours per week: 40

Exempt/Non-Exempt: Exempt

Purpose / Scope

The Operations Coordinator supports the Recovery Network by coordinating accreditation activities, partnerships, training, meetings, documentation, and reporting to advance organizational goals related to recovery support services.

Job Summary

The Operations Coordinator administers and organizes projects ranging from routine activities to complex implementation plans. This position works closely with the Recovery Network Director and department leadership to develop action plans, coordinate resources and timelines, maintain documentation, monitor progress and risks, and support high-quality completion of accreditation-related activities. The role requires strong communication, organization, time-management, and collaboration skills.

Qualifications

- Recovery coach certification through ICAADA, or the ability to obtain it upon hire.
- Current or previous experience in behavioral health preferred, including experience with recovery support services, peer-run organizations/recovery community organizations, outreach or marketing, project coordination, or management.
- Comprehensive knowledge of recovery support services, including peer support, recovery organizations, recovery residences, and recovery coalitions.
- Ability to work autonomously as well as within a team environment.
- Ability to work in the community
- Strong customer service, organizational, and time-management skills.

Requirements

- Experience supporting grants, preparing reports, and maintaining project documentation.
- Ability to develop and interpret action plans, schedules, workflows, and project timelines.
- Experience with data collection, cleaning, and reporting preferred.
- Strong organizational skills with the ability to manage multiple priorities and meet strict deadlines.
- Effective written and verbal communication skills, including client-facing and team collaboration skills.
- Strong working knowledge of Microsoft Office software.

- Experience creating digital marketing materials in both image and video formats (e.g., social media, Listserv, etc.).
- No prior convictions for sexual assault, domestic violence, child abuse, or related offenses.
- Ability to maintain a flexible schedule as needed (position requires 40 hours/week, primarily weekdays with some possible weekends).
- Reliable access to a stable, high-speed internet connection and a reliable personal smartphone (remote work may be permitted as agreed upon with leadership based on performance outcomes).
- Valid driver's license and reliable personal transportation for state-wide travel.

Responsibilities

- Coordinate assigned projects to ensure activities are completed on time, within scope, and aligned with organizational priorities.
- Support communication among staff, partners, volunteers, interns, trainers, and stakeholders.
- Maintain accurate records, project documentation, meeting materials, and implementation reports.
- Identify project needs, risks, and follow-up actions, elevating concerns to leadership as appropriate.
- Lead and coordinate work assigned to volunteers and interns.

Specific Duties

- Develop and maintain implementation plans for accreditation goals, objectives, tasks, timelines, and deliverables.
- Develop and strengthen federal, state, and local partnerships that support accreditation initiatives.
- Prepare regular reports on project implementation, progress, outcomes, and next steps.
- Assist with the coordination, facilitation, and follow-up for recovery training and webinars.
- Research and summarize topics related to mental illness, addictions, recovery supports, and emerging needs in the recovery field.
- Organize meetings for the Recovery Network, including scheduling, preparing materials, documenting follow-up items, and supporting communication with participants.
- Support the research team with the accurate and timely completion of data collection and reporting requirements.
- Perform related duties as assigned to support project and organizational success.

Acknowledgment

I have reviewed this job description with my supervisor and understand the scope of this position, as well as the duties and responsibilities that are assigned to me. By signing below, I further acknowledge receipt of a copy of this job description.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____