

A group of business professionals in an office setting. A woman in a grey blazer is pointing at a tablet held by another person. A man in a dark suit and tie is also looking at the tablet. There are coffee cups on the table. The background is a bright office with windows.

# Understanding Staffing Requirements in Recovery Housing



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## Objectives

- Discuss different roles that exist in recovery housing
- Gain knowledge of what duties staff in recovery housing are to be responsible for
- Understand how to appropriately document and demonstrate staffing requirements are met



# What types of roles do people have in recovery housing?

- Paid staff
- Contract workers
- Volunteers
- Resident Leaders

Throughout the session, I will be referring to these positions as “staff” for the sake of simplicity.



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It is up to the operator to determine which role is appropriate

- You must ensure that you are following the law – including employment, overtime, tax law with regards to how you structure roles within your home

# What are staff required to do at ALL Homes

- Make sure safety equipment is working
- Check the home periodically for safety hazards
- Be available in case of an emergency
- Orient residents to the home, explain all policies and procedures
- Ensure House meetings happen weekly and residents are attending
- Respond to neighbor concerns
- Review resident grievances
- Respond to and record incidents
- Responds when a resident is not following the code of conduct
- Monitor residents for potential warning signs for recurrence of symptoms and connect to more support



# What this could look like in a Level I

- **Residents/ Resident Lead** – completes safety checklists, ensures house meetings happen and that residents attend, reports when residents are not following the code of conduct, reports any concerns to owner/operator, orients new residents, responds to initial neighbor concerns
- **Owner/Operator** – responds to serious neighbor concerns, reviews incidents, reviews grievances, is available in case of an emergency



# What are staff required to do at Level II homes

In addition to items listed previously staff at level II homes

- Must have a compensated person who
  - Is available to residents if the need more support
  - Reviews resident grievances
  - Records and reviews incidents
  - Responds when resident is not following the code of conduct
  - Is physically present in the home at least 4 days a week to ensure that home is drug and alcohol free and policies are upheld





The compensated  
person does not need to  
live in the house



# What are staff required to do at Level II homes

In addition to previously listed items, Level II homes

- A person who checks in with residents daily (even on weekends)
- Someone meets with residents weekly on recovery plans and documents them



# What could this look like in a Level II? An example

- A volunteer or paid **Resident Leader** who lives in the home to do weekly safety checklists, check-in with other residents every day to make sure they are ok and if there are any warning signs, and runs house meetings and keeps attendance lists to share with their supervisor
- A paid **house manager** visits the home four days a week and ensures the property is free from alcohol and drugs, ensures residents have everything they need, responds when resident leader needs more support, is available in case of an emergency, orients new residents, and responds to and records incidents, and responds when residents are not following the code of conduct
- A paid **program director** that responds to neighbor concerns, reviews resident grievances, and is available to support the house manager.
- A contracted **peer supporter** who meets with residents weekly and supports them in their recovery plan

# What if your level II welcomes people with 7-28 days in recovery?

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- For our purposes, in recovery means continuous non-use of alcohol, non-medical cannabis and illicit drugs
- If your level II home welcomes people at this point in their recovery you need to make sure that you are documenting additional support
  - They are not left in the house alone
  - Someone is in touch with them throughout the day
  - Someone helps them with their schedule is aware of their plans



# Example

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- “Sophie” moves into “Helping Hands” Level II recovery home. Sophie has 10 days in recovery.
- Upon moving in, Sophie creates a schedule with the house manager to ensure she is supported. The house manager works with other residents to ensure that Sophie is supported throughout the schedule.
  - Everyone else at the home is either working, in class or in treatment between 1-4 each day.
  - During this time, Sophie agrees to go to the local RCO. She agrees to text the house manager or resident leader when she has arrived and when she departs and to return to the recovery home. At all other times she is with others from the recovery home.
  - One evening, all of the other residents are out but one of Sophie’s roommates, Tanya. Tanya needs to go to the grocery store. Because Tanya knows that Sophie is early in recovery and needs some extra support, Tanya asks Sophie to go with her to the store. Sophie knows and respects Tanya’s need to do shopping, so they go together.
  - One day, Sophie does not want to go to the RCO, but instead would like to visit with her sponsor during the time when others are busy. She tells the house manager, and this is approved. She once again agrees to text when she arrives and departs from the visit and return straight to the home.
- Once Sophie reaches 28 days in recovery, she no longer needs to follow these strict requirements, but the home may choose to do so, depending on Sophie’s needs.

This applies for initial move-in.  
Disruptions in recovery are  
addressed through the relapse  
planning policies

HOME  
SWEET  
HOME



# Example

- “Sam” has moved into “Maple Street Recovery” Level II recovery home.
- After six months in recovery, Sam experiences a disruption in his recovery.
- The home follows their relapse plan for Sam.
- After implementing the plan and a review of Sam’s needs the home determines that it is appropriate for Sam to stay in the home and outlines the additional supports Sam needs

A hand holding a pen is positioned over a desk. The desk is covered with several cutouts of question marks in various colors (gold, white, brown) and shapes (cloud-like, simple, stylized). The background is dark and textured.

Questions?

# What are required of staff in Level III

All of the items that staff are required to do at ALL homes plus

- A compensated person needs to be
  - Physically present in the home whenever residents are present – this person must be able to supervise the environment – able to see warning signs and respond if a resident needs additional assistance
  - Review Resident Grievances
  - Review and record incidents
  - Respond when a resident is not following the code of conduct





# What are staff required to do at Level III homes

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In addition to previously listed items, Level III homes

- A person who checks in with residents daily (even on weekends)
- Someone meets with residents weekly on recovery plans and documents them



# What could this look like in a Level III?

## Example

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- A **Resident Leader** who lives in the home to do weekly safety checklists, check-in with other residents every day to make sure they are ok and if there are any warning signs, and runs house meetings and keeps attendance lists to share with their supervisor
- Paid **house assistants** who are present at the home whenever residents are present to ensure the property is free from alcohol and drugs, ensures residents have everything they need, brings any issues to the house manager, meets with residents on their recovery plans
- Paid **house manager** who responds to and records incidents, and responds when residents are not following the code of conduct, is available for any emergencies and supports house assistants, and orients new residents to the home
- A paid **program director** that responds to neighbor concerns, reviews resident grievances, and is available to support the house manager.





These are examples  
– you decide who  
performs what tasks

- ORH needs to see that there is someone who is responsible for these tasks and they know that they are responsible



You can choose your role titles



Questions?



# Documentation for Certification

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- Position Assignment Descriptions – a document that outlines a person’s essential responsibilities where that person formally agrees to perform those responsibilities
- They can be called
  - Job Descriptions
  - Volunteer Descriptions
  - Contract Scope of Work
  - Other names



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## What needs to be in the position assignment description

- Who the person reports to (Unless it is the Executive Director or Owner/ Operator)
- Job expectations
  - Must include that the person is expected to model recovery principles and prosocial behavior
- What specific duties that person is agreeing to
- Assignment descriptions are signed by the person

# Include any other items you may need

- You can include any other information that your organization requires such as
  - Required Education/ Training
  - Exempt status
  - Required background checks
  - Other job duties not listed here







## How to ensure separation between treatment and recovery housing

- Ensure that the position description is clear about the duties the person will be performing **at the recovery home** and what duties are performed elsewhere

Questions?




# How to get this information into RHOADS

- Ensure that ALL of the required duties are listed in the position assignment descriptions.
- Stating this in RHOADS is not sufficient!
- Combine all of your position descriptions into ONE Document
- Upload the documents
- Enter the appropriate roles
- Click “Save Responses”



**Do not upload blank  
documents**



Make sure all staff have  
signed their new position  
assign descriptions and  
understand their role

# Do you need help?

- Let us know if you need assistance!
- We will be happy to review the position assignment descriptions, answer questions, and be available to you



Questions?

