Title: Outcomes Coordinator  
Classification: Full time/ Non-exempt  
Reports To: Program Manager

Overview

POWER’s mission is to help women reclaim their lives from the disease of addiction to alcohol and other drugs, and to reduce the incidence of addiction in future generations. We are an agency committed to providing quality gender-responsive, trauma-informed treatment and recovery supportive services to women with substance use and co-occurring disorders.

The Outcomes Coordinator collects data from a wide variety of sources, organizes it, analyzes it, and recommends ways to improve POWER services. Acts as back up for other administrative positions as needed.

Essential Duties and Responsibilities

- Serve as an ambassador for POWER by establishing positive relationships with clients as they prepare to complete our programs, and describe our Outcomes efforts to them.

- Meet with current clients and continue the relationship through the first year post discharge for the purpose of gathering outcomes data, including, for example, about: housing, employment, health, family and other relationships, and quality of life, etc.

- Using a proprietary electronic medical record, gather and track the number of referrals received for assessment and mentoring, the number of screenings completed, the number of assessments completed, the number of service linkages to treatment, and the number of linkages to peer recovery support services.

- Remain involved with clients referred to treatment for up to 60 days to monitor successful completion and document discharge status from treatment.

- Conduct telephone surveys and face-to-face interviews to collect outcomes information.

- Review, and collect data from other POWER sources.

- Utilize database for all collected client outcomes information.

- Perform additional data analysis to support requests by the management and administration.

- Provide regular reports to administration and work with key leadership staff to analyze data and to establish correlations and relationships to predict positive outcomes.

- Maintain the confidentially of drug and alcohol clients.

- Make recommendations to the Director of Programs and Clinical Operations and the Executive Director.

- Assist Administrative Assistant with Front Office duties as requested, as well as with initial Client paperwork.
• Assist Central Intake with initial screenings when requested.
• Participate in assigned meetings, staff development, and trainings.

Requirements

• Bachelor’s degree in Social Work, Counseling, or Applied Research; plus 1 year experience in an alcohol or other drugs (AOD) and/or mental health setting. Experience with SAS, writing SQL queries/scripts, data analysis and/or relational database experience a plus.
• Valid driver’s license, use of a reliable vehicle, and documentation of required vehicle insurance.
• Proficient computer skills, especially with Microsoft Office programs including Word and Excel, and knowledge of Access databases.
• Strong verbal and written communication skills.
• Excellent organizational skills.
• Self-directed and flexible to meet the needs of administration and management, and ability to manage multiple tasks.
• Understand and support a trauma informed system of care.
• Model and support clients and staff in health and wellness activities and with using healthy coping skills.
• Support organization’s mission with a sensitivity of cultural diversity and workplace harmony.
• Ability to secure Act 33 and 34 clearances.

Working Conditions

• Working in POWER’s various offices and ability to meet with clients in the community.
• Ability to work the hours necessary to complete the work.

Disclaimer

• Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.
• This job description reflects management’s assignment of essential functions; it does not restrict or prescribe the tasks that may be assigned.
• Critical features of this job have been described in the narrative. They may be subject to change at any time due to reasonable accommodation or other reasons.

POWER is an equal opportunity employer and provider
Employee Signature: ________________________________  Date: ______________________

Supervisor Signature: ________________________________  Date: ______________________

(Revised 5/16)