

Employee Name		Job Title	Rapid Responder Team Lead
Campus Location	Men's Campus	Job Family	Community Programs
Hire Date		Start Date	
Position Type	Full-Time; Non-Exempt	Pay Band	\$26.00/hour
Reports To	Director of Community Programs	Onboarding Date	
Supervises Others?	Yes - Multiple Rapid Responder Peer Support Specialist	Accommodations Needed?	

Role Summary: The Rapid Responder Team Lead is the operational and strategic leader of Healing Transitions' Post-Overdose Response Team (PORT), directly supervising a team of 5–6 peer support staff. This role carries full program oversight — staff supervision, field operations, community partnerships, and grant performance outcomes — and ensures a high-functioning, trauma-informed, data-driven, peer-led model that delivers measurable impact in overdose prevention, harm reduction, and recovery engagement.

The position operates across both campuses and throughout the community, requiring strong leadership, time management, professionalism, and a commitment to participant and staff safety and dignity.

Role Requirements and Preferences:

Required:

- NC Certified Peer Support Specialist (required at hire)
- Minimum 1 year of supervisory or leadership experience
- Minimum 2 years of sustained recovery
- Valid driver's license with acceptable driving record
- Working knowledge of trauma-informed care principles and practices
- Strong knowledge of Wake County's system of care, including community resources and treatment options
- Strong expertise in harm reduction and recovery systems
- Experience with CRM/data systems and reporting

- Ability to maintain professional boundaries with participants and staff

Preferred:

- Prior experience supervising peer support or recovery support staff
- Experience liaising with EMS, public health, or county government partners
- Familiarity with HMIS and Microsoft Office (Excel)
- Negative pre-employment drug test. Our company is a proud drug-free workplace. As a condition of employment, all employees are expected to adhere by our policy which prohibits the misuse of drugs and alcohol in the workplace.

Key Competencies:

1. **Respect:** "Respect" as a core value refers to valuing each individual, fostering inclusivity, and ensuring all interactions are grounded in dignity, care, empathy, and fairness. It involves recognizing the worth and contributions of every team member, creating an environment where people feel valued, heard, and supported. We actively listen. We acknowledge and value others contributions. We treat others with courtesy, compassion, and kindness.
2. **Integrity:** "Integrity" as a core value refers to consistently acting with authenticity, truth, transparency, and accountability, even when it is difficult or inconvenient. It emphasizes ethical decision-making, fairness, and a commitment to doing what is best and honorable in the face of complex and difficult circumstances. We act with integrity and fairness. We are accountable. We prioritize fairness and dignity.
3. **Dedicated:** "Dedicated" as a core value refers to a strong commitment to the organization's mission, goals, and values. It reflects perseverance, responsibility, loyalty, and an unwavering focus on delivering results and contributing meaningfully to the success of the team and organization. Dedication is about going the extra mile, staying motivated, and consistently demonstrating a sense of ownership. We are consistent and reliable. We go above and beyond. We persevere in the face of challenges.
4. **Growth Minded:** "Growth Minded" as a core value refers to a commitment to continuous improvement, learning, humility, and adapting to challenges with resilience and curiosity. It embodies a belief in the potential for development and sustainable change - both personally and professionally - and an openness to feedback and change. We seek and act on feedback. We embrace challenges as opportunities. We recognize that secondary trauma and compassion fatigue can

impact us and seek the appropriate support and resources to care for ourselves. We pursue continuous learning.

5. **Teamwork:** "Teamwork" as a core value refers to fostering a collaborative environment where individuals work together toward shared goals and our mission, leveraging each other's strengths and supporting one another to achieve success. It emphasizes mutual respect, open communication, and a unified commitment to the team's success. We collaborate openly and effectively. We support and encourage other team members. We resolve conflicts constructively.

Additional Competencies:

Commitment to Continual Growth

- Willingness to engage in ongoing learning related to recovery support, supervision, and trauma-informed practices

Communication Skills

- Ability to communicate clearly and respectfully with participants, staff, and community partners

Leadership & Supervision

- Ability to supervise, coach, and develop a team of 5–6 peer support staff
- Skilled in conflict resolution, corrective action, and crisis-team management

Organizational Skills

- Strong time management, scheduling, and workflow coordination skills
- Ability to maintain documentation, KPI tracking, and grant reporting accuracy

Empathy and Compassion

- Non-judgmental, trauma-informed approach when working with individuals in recovery and with staff

Flexibility

- Ability to adapt to changing schedules, crisis demands, and participant/staff needs

Team Collaboration

- Ability to work effectively with the Rapid Responder team, Healing Transitions leadership, and external partners

Professionalism

- Adherence to organizational policies, procedures, and expectations

Core Responsibilities:

Leadership & Staff Supervision

- Provide direct supervision of 5–6 Rapid Responder peer support staff, including hiring, onboarding, scheduling, performance management, and corrective action
- Facilitate bi-weekly team meetings and structured, trauma-informed 1:1 supervision
- Support staff wellbeing and help prevent burnout/compassion fatigue given the high-acuity nature of post-overdose response work

Strategic Partnerships & System Integration

- Serve as primary liaison to Wake County EMS, Wake County Government, and treatment providers
- Build, expand, and sustain community partnerships across Wake County's system of care
- Represent Healing Transitions in high-level community and systems meetings

Field Operations & Crisis Leadership

- Ensure timely post-overdose outreach within 24–72 hours
- Oversee harm reduction services, including naloxone distribution and syringe exchange
- Provide leadership in crisis situations and field-based decision making
- Ensure team safety protocols are followed during field-based and community outreach work

Program Evaluation

- Track and manage program KPIs and grant deliverables
- Oversee FIVE CRM system integrity, documentation accuracy, and reporting
- Prepare for audits, monitoring, and reporting requirements
- Support continuous quality improvement using data-driven decision making

Facilitate Inner-Agency Collaboration

- Communicate with team members, supervisors, and partner agencies regarding participant needs, scheduling, and program priorities
- Participate in and lead team meetings and supervision sessions as required

Certification and Training

- Maintain NC Certified Peer Support Specialist certification
- Participation in ongoing training throughout employment, including trauma-informed care and supervisory development
- Maintain compliance with all organizational and safety training requirements

Work Environment: This role involves the use of standard office equipment, including computers, phones, copiers, filing cabinets. Employees may occasionally be exposed to wet or humid outdoor conditions. The typical noise level is moderate. Reasonable accommodations are available to support individuals living with disabilities in performing job duties.

Physical Demands: While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently needs to sit, use hands to handle or feel, and reach with arms. Occasionally, the employee must stand, walk, stoop, kneel, crouch, crawl, and taste or smell. The employee must occasionally lift and/or move more than 40 pounds. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Reasonable accommodations are available to support individuals living with disabilities in fulfilling these responsibilities.

Language Requirements: English is the primary language of software, documents, participants, and staff of HT, though speaking additional languages is a valuable asset. Must have the ability to read, analyze, and interpret common documents; the ability to respond to common inquiries or complaints from participants, or members of the community; and the ability to effectively present information to top management and public groups.

Travel Requirements: There may be mandatory meetings and/or trainings that take place on another campus or location. You are required to travel to the appropriate location at these times.



Job Description: Rapid Responder Team Lead

Job Description Signature Page

(Staff member: Your name and signature on this page indicate you have read, had an opportunity to ask questions, and fully understand your complete job description.)

_____/_____
Staff Member (print/sign)

Date

_____/_____
Supervisor (print/sign)

Date