

CRS Job Task Analysis

Source: PA Certification Board (PCB)

Domain: Recovery Management

Task #1: Engage the individual and establish rapport

Knowledge of:

1. Empathetic and active listening
2. Culture of addiction
3. Recovery process and pathways to recovery
4. Personal strengths and limitations related to the facilitation of recovery support services
5. The role of resistance in addiction and recovery processes

Skill in:

1. Sharing compassion, empathy, respect, flexibility, and hope to all individuals, regardless of their degree of impairment, stage of recovery, pathways to recovery or level of acceptance in the treatment and recovery process
2. Matching different communication styles of persons from the culture of addiction
3. Communicating in a non-judgmental way
4. Recognizing addictive behavior

Task #2: Recognize signs and symptoms of addiction

Knowledge of:

1. Types of substances of abuse and other addictions
2. Behaviors related to addiction
3. Basic cultures, environments, terminology, and beliefs

Skill in:

1. Identifying signs and symptoms of intoxication, tolerance, and withdrawal
2. Identifying common behaviors that can interfere with the recovery process
3. Recognizing the cultural differences with regard to addiction

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Task #3: Assist the individual to identify and prioritize strengths and needs.

Knowledge of:

1. Methods of identifying strengths and needs
2. Various strengths and needs related to recovery
3. Techniques that engage individuals to self-disclose

Skill in:

1. Engaging and communicating clearly and concisely with the individual
2. Adjusting communication style with that of the individual
3. Demonstrating a desire and willingness to elicit the individual's viewpoints in identifying their own strengths and needs
4. Respecting the individual's communication style

Task #4: Assist in the development and enhancement of the recovery plan.

Knowledge of:

1. Process of recovery
2. Different pathways to recovery
3. Recovery planning process
4. Effects of culture on the individual's beliefs and choices related to recovery
5. Recovery and community resources
6. Recovery capital

Skill in:

1. Demonstrating patience, persistence, and optimism in helping to establish and maintain the individual's motivation
2. Assisting an individual in organizing and prioritizing their thoughts and actions related to the recovery plan
3. Assisting in the development of a comprehensive recovery plan
4. Identifying resources for and overcoming barriers to achieve the recovery plan goals
5. Navigating the resources and systems needed to advance the recovery plan
6. Writing clearly and concisely using person-centered language

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Task #5: Identify emergency or crisis situations and facilitate access to appropriate resources.

Knowledge of:

1. Various crisis and emergency situations
2. Community crisis and emergency resources
3. One's own personal and cultural biases and limitations

Skill in:

1. Identifying crisis and emergency situations
2. Knowing when to refer an individual in a crisis and/or emergency situation to appropriate services and support
3. Negotiating and connecting individuals with resources and navigating the systems

Domain: Education and Advocacy

Task #1: Educate the individual, family, and community about the disease of addiction and the recovery process.

Knowledge of:

1. The disease of addiction and the recovery process
2. Alcohol and other substances of abuse, thoughts, behaviors, and subcultures
3. Pathways to recovery including treatment options
4. Other educational resources within the community

Skill in:

1. Communicating, presenting, and sharing information
2. Openness and respect for various pathways to recovery
3. Using self-disclosure when appropriate

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Task #2: Educate individuals and families about recovery support services within the recovery process.

Knowledge of:

1. Support and recovery groups in the local community
2. The history, value, and philosophy of specific mutual-aid groups
3. Alternative support resources

Skill in:

1. Communicating, active listening, and negotiating
2. Describing the group, their norms, and their purposes
3. Reviewing the potential benefits and limitations of available groups
4. Assisting in the selection of a group
5. Teaching and modeling behaviors for effective group participation

Task #3: Participate in advocacy to support recovery.

Knowledge of:

1. Purpose and importance of advocacy
2. Personal rights and responsibilities
3. Barriers and discriminatory practices related to the recovery process
4. Negotiation strategies
5. Appropriate use of assertiveness skills
6. Service systems and resources including local, state, and national recovery advocacy
7. Ethical standards as they relate to advocacy

Skill in:

1. Encouraging empowerment in others
2. Promoting confidence and self-efficacy
3. Role modeling skills to empower individuals to advocate for themselves
4. Negotiating and communicating
5. Connecting individuals with resources and navigating systems
6. Networking
7. Utilizing appropriate behaviors in support of advocacy efforts

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Domain: Ethics and Responsibilities

Task #1: Conduct self in an ethical manner by adhering to codes of ethics and standards of practice.

Knowledge of:

1. Codes of ethics
2. Consequences of violating codes of ethics
3. Standards of behavior
4. Confidentiality
5. Overt and subtle types of stigma and discrimination
6. Professional and personal boundaries
7. Differentiation between personal recovery and professional role

Skill in:

1. Translating codes of ethics into appropriate behavior
2. Recognizing and maintaining professional and personal boundaries
3. Working with a culturally diverse population
4. Recognizing and addressing biases and behaviors in all settings
5. Communicating effectively both verbally
6. Maintaining confidentiality
7. Writing clearly and concisely using person-centered language

Task #2: Maintain confidentiality regarding information received during the facilitation of recovery support services.

Knowledge of:

1. Federal, state, and local confidentiality rules and regulations
2. Benefits and protections of confidentiality laws and regulations
3. Consequences of violating confidentiality
4. Reporting system requirements related to confidentiality

Skill in:

1. Interpreting and applying policies, procedures, and regulations
2. Communicating the protections, benefits, and consequences of confidentiality laws and regulations
3. Helping individuals navigate the systems as they pertain to confidentiality

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Task #3: Continue personal growth through active participation in the recovery process.

Knowledge of:

1. Importance of maintaining personal recovery process
2. Critical components of personal recovery process
3. Personal strengths and limitations
4. Self-care

Skill in:

1. Recognizing the difference between personal recovery and that of others
2. Self-motivation towards personal growth
3. Identifying one's strengths and limitations to enhance personal recovery and wellness
4. Maintaining one's involvement in the recovery process

Task #4: Engage in continuing professional development relative to recovery support services.

Knowledge of:

1. Methods for evaluating personal training needs
2. Certification and credentialing requirements
3. Current resources in addiction and the recovery process

Skill in:

1. Assessing training and development needs
2. Selecting and accessing training programs
3. Applying practical and professional knowledge and experience