

LifeSpeak Inc.

◆ **LifeSpeak**
Mental Health & Resilience

◆ **Wellbeats**
Wellness

◆ **ALAViDA**
Substance Use

◆ **Torchlight**
Caregiving

◆ **LIFT session**
Fitness

Digital Health Coach - Substance Use Care- Virtual Role

Status: Full-Time

Start Date: TBD

Location: Remote - United States

Company Overview:

LifeSpeak Inc. is the leading whole-person wellbeing solution for employers, health plans, and other organizations. LifeSpeak Inc.'s suite of digital solutions allows organizations to provide best-in-class content and expertise at scale, empowering individuals to live their healthiest lives. As the parent company to LIFT Digital, ALAViDA Health, Torchlight, and Wellbeats, LifeSpeak Inc. provides a flexible portfolio of wellbeing solutions across mental health, wellness, fitness, nutrition, substance use, and caregiving. LifeSpeak Inc. has more than 30 years of collective experience working with Fortune 500 companies, government agencies, insurance providers, and others across the globe. Insights from LifeSpeak Inc.'s digital and data-driven solutions uncover gaps in wellbeing at the individual and organizational levels, ultimately enhancing workplace performance outcomes.

Passion – Operate with a sense of urgency, enthusiasm, initiative, and commitment

Authenticity – Deliver genuine experiences that foster meaningful connections

Integrity – Commit and execute with honesty, credibility, and reliability

Innovation – Continue to lead health and fitness industry in ways to engage more people

Collaboration – Work together as a TEAM to meet our clients' and business' objectives

The Position:

ALAViDA, A Lifespeak Company, offers a virtual, web-based solution to provide care for those looking to change their substance use. We are looking for an individual who can help support members in their journey through the virtual platform. As a coach, you will work one-on-one with members to achieve their substance use reduction or abstinence goals via text-based messaging, video calls and phone calls. You will be the first touch point, working closely with other coaches under the supervision of the Coaching Supervisor to deliver evidence-based care. We are looking for someone who is known to be reliable, empathetic, and feels comfortable working in a digital health environment. The ideal candidate will have some knowledge of CBT, Motivational Interviewing, and the Stages of Change model. You will be connecting with individuals with substance use challenges to support them in accessing the content of our web-based platform, called the TRAiL. An essential part of the role is to make sure that members are engaged with the content of the TRAiL and meeting their goals. **This is a full-time work from home role.**

This is non-clinical position, and the ideal candidate has excellent communication skills and feels comfortable using written and verbal communication compassionately and concisely through virtual platforms. This is an opportunity where you can learn and fine-tune skills in different areas such as

working in a virtual setting, using innovative technology platforms, and helping people create change in their lives.

Core Skills:

- The ability to implement evidence-based strategies based on CBT, MI, and the stages of change model to support individuals achieve their desired relationship with substances.
- Strong written communication skills with the ability to write clear, concise, and professional messages to support our members
- Comfortable working independently but able to seek guidance and respond to feedback, as necessary
- Empathetic listening skills
- Ability to handle sensitive and confidential information
- Confident in a digital environment
- Team player
- Strong communicator
- Detail oriented
- Effective problem solver
- Strong emotional intelligence
- Passion for helping others
- Excellent writing skills

The Responsibilities:

- Provide text-based support and guided psychoeducation in substance use care
- Provide virtual sessions via video and telephone
- Deliver online peer support groups for members covering different themes and topics relating to substance use
- Provide recorded and live webinars on topics related to substance use and mental health
- Support member progress through the digital health platform
- Provide motivational support and encouragement
- Develop and edit module-based content for the ALAViDA platform
- Coordinate with team members to support member satisfaction and engagement

Qualifications:

- This position requires a completed post-secondary undergraduate education in human service-related disciplines such as social work, psychology, or education; or a certificate program in addiction care; or a coaching certification in addiction care.
- This position requires a background in the addiction/substance use field
- This position is not available to individuals who are registered with a licensing or regulatory body (e.g., Social Work, Counselling) because service is required cross-jurisdictionally
- Knowledge of CBT, Motivational Interviewing, and the Stages of Change Model
- Knowledge of the digital health industry is an asset
- Bilingual is an asset (English/French/Spanish)
- Coaching or teaching experience is an asset
- Delivering virtual health services is an asset
- Communication-related tasks
- Building collaborative relationships
- Passion and experience in mental health or substance use

Benefits:

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive pay, benefits, unlimited flexible time off, and paid holidays just to name a few. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

Apply:

If this sounds like you, please provide a cover letter detailing your interest and experience as well as a resume. Applications without a cover letter will not be considered. We would like to understand why you want this position.

At LifeSpeak, our goal is to be a diverse and inclusive workplace that is representative, at all job levels, of the clients we serve. We're proud to be an inclusive company and an Equal Opportunity Employer and we prohibit discrimination and harassment of any kind. We believe that diversity and inclusion among our teammates is critical to our success as a company, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool. If you're thinking about joining our team, we expect that you would agree!

If you need assistance or accommodation due to a disability, please email us at hr@lifespeak.com and we'll be happy to assist you.