

<b>WESTERN LANE FIRE &amp; EMS AUTHORITY</b>	<b>SECTION NUMBER:</b>
<b>OPERATIONS AND PROCEDURES MANUAL</b>	<b>EFFECTIVE DATE: 8/18/21</b>
<b>DIVISION TITLE: JOB DESCRIPTIONS</b>	<b>REVISION DATE:</b>
<b>POSITION TITLE: Mental Health Mobile Crisis Response Program Coordinator</b>	<b>REVIEWED DATE:</b>

**CLASSIFICATION:** Exempt Salaried

**JOB SUMMARY:** The Mental Health Mobile Crisis Response Program Coordinator reports to the Fire & EMS Chief, with minimal supervision. The Program Coordinator is responsible for the overall performance of the Western Lane Fire and EMS Authority Mental Health Mobile Crisis Response program in accordance with Authority policies and procedures. Key responsibilities include leadership, contract compliance, program budget, data collection and reporting; community resource development and coordination, team recruitment and retention, payroll, team building, training and supervision; quality assurance; oversight of program follow up care coordination and case management. This position is dependent on a grant from Lane County Health & Human Services.

## **EXAMPLES OF DUTIES**

### Internal Operations

1. Ensure compliance with all Authority operational policies.
2. Maintain program procedural manual.
3. Participate in long-range strategic program planning.
4. Maintain compliance with licensing, accreditation, and contract standards.
5. Ensure a responsive system for crisis intervention and after care.
6. Coordinate with community partners and outside agencies.
7. Ensure maintenance of client records and statistical information, including monthly, quarterly, and annual reports.

### Personnel

1. Responsible for the selection, hiring, orientation, training, supervision, evaluation, and disciplining of program staff.
2. Provide leadership and team building.
3. Hold team meetings and quarterly in-service training for all staff.
4. Ensure compliance with personnel policies.
5. Ensure that effective lines of communication are maintained.

### Program

1. Implement program development and quality improvement where appropriate.
2. Keep abreast of evidence-based practices in crisis intervention, de-escalation, suicide intervention, mental health, and substance use treatment.
3. Provide oversight and guidance in service delivery and after care decisions and ensure quality of service.
4. Ensure program's effectiveness, efficiency, and consistency.

### Community Relations

1. Act as liaison between MCR program and community partners.
2. Perform outreach/public speaking engagements in community when appropriate.
3. Review and respond to complaints about program.

### Fiscal

1. Monitor each fiscal year program budget.
2. Ensure program compliance with fiscal policies.
3. Ensure efficiency of internal fiscal procedures to control costs and spending.

### **MINIMUM QUALIFICATIONS:**

1. Will consider applicants with Qualified Mental Health Professional (QMHP) or equivalent combination of education and experience.
2. Two to three years of relevant social services or mental health experience working with a diverse population.
3. Must have strong clinical skills as well as program management experience.

**QUALIFICATIONS PREFERRED:** LCSW or Master's degree in social service field preferred.

**KNOWLEDGE, SKILLS & ABILITIES:** To perform the job successfully, an individual should demonstrate the following:

1. Knowledge, experience and/or competence in program planning and budgeting, fiscal management, supervision of staff, personnel management, employee performance assessment, data collection, reporting, program evaluation, quality assurance, and developing and maintaining community resources.
2. Strong organizational and leadership skills.
3. Ability to work effectively as a member of an integrated team.
4. Ability to relate effectively with community stakeholders.
5. Ability to work in a structured, sometimes stressful environment, and maintain a positive mental attitude.
6. Strong communication skills, both verbal and in writing.
7. Cultural sensitivity and experience working with people from diverse cultural backgrounds.
8. Ability to maintain confidentiality.
9. Professional appearance appropriate to the position.
10. Commitment to MCR mission and values.
11. Ability to operate a personal computer. Knowledge of current software applications related to the functions and operations of a finance department. Detail knowledge of word processing, spreadsheet, and database software. Ability to navigate and utilize the Internet.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:** The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

1. Employee may be required to lift up to 25lbs, ambulate on uneven terrain, remain standing or walking for 1-2 hours at a time, and sit for long periods of time.
2. Scheduled Monday - Friday during business hours, and evenings and weekends as needed to supervise and support the program to maintain 24/7 coverage.

3. Willingness to work uncovered shifts and respond on scene when requested.

**REQUIREMENTS:**

1. Candidate must have or obtain a current Oregon Driver's License and be insurable by the Authority.
2. Candidate must agree to and pass a background check.

**COVID-19 CONSIDERATIONS:**

MCR adheres to the Oregon Health Authority COVID-19 Guidelines, Center for Disease Control, and Lane County Public Health and Western Lane Fire and EMS Authority information regarding the virus. Each program has their own action plan regarding COVID-19 and the specific procedures that are set in place to uphold the health and safety of all individuals in each program.