

WESTERN LANE FIRE & EMS AUTHORITY	SECTION NUMBER:
DIVISION TITLE: JOB DESCRIPTIONS	Section: Mobile Crisis Response (MCR)
SECTION TITLE: Part-Time Team Member	REVISION DATE: 8/10/2022

CLASSIFICATION: Part-time WLFEA employee. This can be either a 24-hour shift or a 12-hour shift. Each shift gets a shift stipend. When responding to incidents employee gets compensated with an hourly stipend. Sign up for a minimum of four 24-hour shifts or eight 12-hour shifts. If you are in school and this is another job MCR is willing to work with you for meeting shifts. It will still be required to at least sign up four 24-hour shifts or eight 12-hour shifts. This must be approved with the manager on a case-by-case basis.

JOB SUMMARY: Under the direct supervision of the MCR Manager, the MCR team member, working in pairs, will respond to calls to provide assessment, crisis intervention, support and resource information to members of our community in crisis situations such as mental health emergencies (including suicidal subjects, persons experiencing acute mental health episodes, homeless individuals, and requests for welfare checks), as well as other crisis situations (such as fire, crime, medical emergencies and natural/manmade disasters). This may include assisting police with death notification, providing crisis intervention and resources to families who have just lost their home to fire, or providing grief support to family members who have just lost a loved one to sudden or unexpected death due to a medical event, car accident, drowning or other critical incident. MCR team members also provide support and resource assistance to members of our fire, EMS and law enforcement communities and their families.

EXAMPLES OF DUTIES

Responding

- Respond to incidents to provide assessment, crisis intervention, and support to clients within western Lane County. Examples include crisis situations such as suicidal subjects, acute mental health episodes, homeless individuals, requests for welfare checks, as well as other crisis situations (fire, crime, medical emergencies, and natural/manmade disasters).
- In cases of suspected child, elder or domestic abuse, verbally report to law enforcement or the appropriate county agency and complete the Abuse Reporting form online before the end of shift.
- Provide resource information to those in need.

Documentation:

- Document all MCR calls on Elite/Image Trend by the end of shift. If this is not possible then need to notify the MCR Program Manager.

Communication

- Attend MCR Team meetings twice a month.
- Respond to texts, phone calls and email communications from the other MCR team members and MCR Manager.

QUALIFICATIONS

EDUCATION AND EXPERIENCE:

- High School diploma or equivalent.
- One year experience (paid or volunteer) working in medical or social services or with disadvantaged individuals.
- Experience in counseling, crisis work, or previous work as an emergency responder is strongly preferred.
- Must obtain Peer Support Specialist (PSS) or Qualified Mental Health Associate (QMHA) certification in the state of Oregon within 4 months of hire date.

KNOWLEDGE, SKILLS & ABILITIES

- Ability to maintain confidentiality and remain compliant with HIPPA requirements.
- Ability to work effectively as a member of an integrated team.
- Ability to develop effective professional relationships with other community agencies.
- Ability to work in a structured, sometimes stressful environment, and maintain a positive mental attitude.
- Strong communication skills, both verbal and in writing.
- Cultural sensitivity and experience working with people from diverse cultural backgrounds.
- Ability to operate a personal computer. Detail knowledge of word processing, spreadsheet, and database software. Ability to navigate and utilize the Internet.
- Ability to work effectively and independently.
- Must adhere to MCR and WLFEA policies and procedures

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.

- Employee may be required to lift 25lbs, ambulate on uneven terrain, remain standing or walking for 1-2 hours at a time, and sit for long periods of time.
- Must have the ability to respond to emergency calls at all hours of the night, sometimes in challenging weather and/or under other stressful conditions.

REQUIREMENTS:

- Must be 21 years of age or older.
- Candidate must agree to and pass a background check, a DMV check, and pre-employment drug screen.
- Candidate must have a current Oregon Driver's License or obtain one within four months from date of hire.
- A willingness to work tactfully and respectfully with people in crisis regardless of their race, religion, sexual orientation, or lifestyle choices.
- Must meet minimum training and performance requirements and complete MCR

Academy.

- Obtain Community Health Worker (CHW) or Qualified Mental Health Associate (QMHA) certification within four months of hire date.
- Professional dress (MCR clothing will be provided) is to be worn whenever on duty.
- MCR vehicle is to be used when responding.
- Attend WLFEA fire Association quarterly.

Under no circumstances should a client ever be transported via personal vehicle.

OVERTIME: This position is not eligible for overtime pay.

PROBATIONARY PERIOD: Probationary period of one year, with performance evaluations to be held at 90 days, 6 months and 12 months.

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.

PROTECTED HEALTH INFORMATION:

Follow Up Care Coordinator shall not act or fail to act in any manner that would cause WLFEA to be in violation of any applicable law, including the Health Insurance Portability and Accountability Act ("HIPAA").