

Western Lane Fire and EMS Authority



Job Description

TITLE: Western Lane Crisis Response Client Advocate (SMSHA) EFFECTIVE: 01/01/2023

REPORTS TO: WLCR Program Manager

REVISED: 08/07/2023

SALARY: Hourly Pay with Phone and Shift Stipends. This is a 4 year, grant funded position.

CIVIL SERVICE CLASSIFICATION: None

REPRESENTATION: NA

JOB SUMMARY

Under the immediate supervision of the Western Lane Crisis Response (WLCR) Manager, the WLCR Client Advocate team member is responsible for responding to and providing resources to persons experiencing mental health episodes, suicidal thoughts, homeless issues, and other emergency situations which does not require law enforcement or pre-hospital EMS intervention. WLCR Client Advocates may also assist police with death notification, provide crisis intervention and resources to families who have lost their home to fire, or provide grief support to family members who have just lost a loved one. WLCR Client Advocates also provide support and resource assistance to members of our Fire, EMS, law enforcement communities and their families.

Client Advocates are responsible for following up on WLCR calls and providing continued education, support and/or additional resources. Client Advocates will also provide clerical support in the completion of call documentation and the upload of incident information into OHA data systems. Advocates may be required to assist the WLCR Program Manager and Assistant Manager with scheduling, team meetings, fulfilling grant requirements i.e., community presentations and trainings.

ESSENTIAL JOB FUNCTIONS

- Respond to incidents to provide assessment, de-escalation, and resources.
- In cases of suspected child, elder or domestic abuse, verbally report to law enforcement or the appropriate county agency and complete the abuse reporting.
- Document all WLCR calls.
- Update OHA Data System of all WLCR and follow up calls.
- Track all follow up calls in the WLCR follow up log.
- Attend and Assist with WLCR Team meetings twice a month.
- Attend case reviews with WLFEA crew members when requested.
- Attend quarterly WLCR trainings.
- Attend quarterly Association Meetings.
- Provide clear communication of client status with the next shift Client Advocate.
- Meet weekly to communicate and update WLCR Manager of client status and relevant

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information.

- Be a point of contact for questions from community members, local agencies, dispatch, law enforcement, and Fire/EMS.
- Promotion of the WLCR program which could entail visiting businesses and distributing WLCR flyers.
- Educating the public on the purpose of the WLCR program.
- Maintain cleanliness and inventory of WLCR vehicles.
- Maintain and update resources for team members and client advocates.
- Work tactfully and respectfully with people in crisis regardless of their race, religion, sexual orientation, or lifestyle choices.
- Other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES

To perform the job successfully, an individual should demonstrate the following:

- 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 and database software. Have the ability to navigate and utilize Internet and mobile devices.
- Ability to work effectively and independently.
- Ability to be available for required amount of shifts and office time.
- Must adhere to WLCR and WLFEA policies and procedures.

REQUIRED EDUCATION, DEGREES, CERTIFICATES, AND/OR LICENSES

- 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.
- Candidate must have a current Oregon Driver's License or obtain one within four months from date of hire.
- Meet minimum training and performance requirements and complete WLCR Academy.
- Have or obtain Peer Support Specialist (PSS) within 3 months of hire date.
- Have or Obtain Community Health Worker (CHW) or Qualified Mental Health Associate (QMHA) certification within 12 months of hire date.

EQUIPMENT

Operates office equipment, such as computers and software, calculator, copy machine, scanner, shredder, fax machine, multi-line telephone vehicles, radios, mobile devices such as phones and tablets.

PHYSICAL REQUIREMENTS

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-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.
- 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.
- Professional dress (WLCR clothing will be provided) is to be worn whenever on duty and when working in the office.

CONDITIONS OF EMPLOYMENT

- Must be 18 years of age or older.
- Pass a Criminal Background and Reference Check
- Candidate must have a current Oregon Driver's License and pass DMV check.
- Pass Pre-Employment Drug Screening
- Must meet minimum training and performance requirements and complete WLCR Academy.
- WLCR vehicle is to be used when responding to calls.

RESIDENCY REQUIREMENTS

Client Advocates are required to live within the Western Lane Fire and EMS Authority boundaries and must be within a 30-minutes distance from when responding to calls.

The examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between WLCR Client Advocates and the Authority. This job description is subject to change by the Fire and EMS Chief as needed.