

Western Lane Fire and EMS Authority



Job Description

**TITLE: Western Lane Crisis Response
Outreach Coordinator (SMSHA)**

EFFECTIVE: 10/1/2023

REPORTS TO: WLCR Program Manager

REVISED:

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 direct supervision of the Western Lane Crisis Response (WLCR) Program Manager, the Outreach Coordinator is responsible for managing a caseload of 10 clients who have been identified by law enforcement, EMS, or Peace Harbor Hospital Emergency Department as the highest utilizers of emergency services with a primary presentation of mental health or behavioral issues. The goal of the Outreach Coordinator (OC) is to assist clients in accessing necessary services which will promote the clients' well-being and emotional stability, encourage better functioning and less dependence on emergency services such as law enforcement and/or hospital emergency departments, and provide more appropriate and compassionate care for individuals with unmet mental health needs. More specifically, the goal is to reduce client contact with emergency services by 50% within 90 days. The Outreach Coordinator position responds to other crisis calls and provides 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.

ESSENTIAL JOB FUNCTIONS

- The OC shall work closely with law enforcement (FPD, LCSO and OSP), PHH Emergency Department, EMS/Fire, and WLCR to identify their highest utilizers of emergency services where request for services is *primarily due to mental or behavioral health issues*.
- Clients willing to accept services will work with the Outreach Coordinator to establish goals and identify service needs that will help establish alternative ways to get their needs met without calling emergency services unnecessarily or excessively. A behavioral contract identifying these specific goals will be established between the OC and client.
- Outreach Coordinators will develop an intake packet to be completed with each client. The OC will involve family, other treatment providers, and new resources to support client goals (with client permission).
- Respond to incidents to provide assessment, de-escalation, and resources.

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- In cases of suspected child, elder or domestic abuse, verbally report to law enforcement or the appropriate county agency and complete the abuse reporting.
- Complete reporting and data entry requirements for each client interaction in compliance with the Oregon Health Authority (OHA).
- Update OHA Data System (MCRS) as needed.
- Provide clear communications.
- Attend monthly WLCR Committee meetings.
- Attend WLCR Team meetings and Case Review Meetings twice a month.
- Attend quarterly WLCR trainings.
- Meet weekly to communicate and update WLCR Manager of client status and relevant 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.
- Maintain cleanliness and inventory of WLCR vehicles.
- 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:

- Must have good organizational skills.
- 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.
- Ability to work effectively and independently.
- Ability to develop and implement new processes.
- Ability to operate a personal computer and database software. Have the ability to navigate and utilize Internet and mobile devices.
- Ability to be available for required amount of on call 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.

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- Must have a working knowledge of available social and mental health services in western Lane County or the ability to develop such knowledge within 6 months 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.
- Flexible work schedule, primarily Monday through Friday with the ability to respond to crisis calls during scheduled on-call shifts.

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.
- Must maintain PSS or CHW certifications.
- WLCR vehicle is to be used when responding to calls.
- Professional dress (WLCR clothing will be provided) is to be worn whenever on duty and when working in the office.

RESIDENCY REQUIREMENTS

Outreach Coordinators 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 Outreach Coordinators and the Authority. This job description is subject to change by the Fire and EMS Chief as needed.

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