

# Western Lane Fire and EMS Authority



## Job Description

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**TITLE: Western Lane Crisis Response Part Time Team Member      EFFECTIVE: 01/01/2023**

**REPORTS TO: WLCR Program Manager**

**REVISED:**

**SALARY RANGE: Hourly Pay/ Cell Stipend/Shift Stipend**

**CIVIL SERVICE CLASSIFICATION: Exempt**

**REPRESENTATION: NA**

### JOB SUMMARY

Under the immediate supervision of the Western Lane Crisis Response (WLCR) Manager, the WLCR Part Time 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 Part Time Team Member may also assist police with death notifications, 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 Part Time Team Members also provide support and resource assistance to members of our Fire, EMS, law enforcement communities and their families.

WLCR Team Members are responsible for documentation of all interventions and must be able to communicate clearly with community members, WLCR Client Advocates and WLCR Manager. Team Members are required to work a designated amount of shifts monthly and attend the designated number of meetings and trainings. Team members are responsible for maintaining certifications and continuing education. WLCR Team Members may be asked to assist WLCR Manager or WLCR Client Advocates with additional tasks such as community presentations, public engagements, maintaining resources and WLCR vehicle maintenance.

### ESSENTIAL JOB FUNCTIONS

- 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.
- Maintaining contacts in personal cell phones to be used as needed on scene for providing support.

- Get to know resources and what options are available for community members.
- Document all WLCR calls on Elite/Image Trend by the end of shift. If this is not possible, team members will need to communicate with management as soon as possible
- Clearly document interventions, assessments, all on scene assistance provided, and resources and/or supplies provided.
- Attend WLCR team meetings twice a month.
- Attend Quarterly WLCR trainings.
- Complete Target Solutions on time.
- Attend Quarterly WLFEA Fire Association Meetings.
- Provide clear written and verbal communication with community members and WLCR Team Members.
- Participate in team case reviews and be willing to participate in WLFEA case reviews when requested.
- Respond to texts, phone calls, and email communication from team members and WLCR Management.
- Report issues with clear documentation through Chain of Command.
- Assist with public education, presentations, and community events.
- Assist with cleaning, inventory, and maintenance of WLCR vehicles, this includes refueling before gas drops below 3/4ths of a tank.
- Restock resource material and supplies in the WLCR vehicles.
- A willingness to 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. Can navigate and utilize Internet and mobile devices.
- Ability to work effectively and independently.
- 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.
- Must meet minimum training and performance requirements and complete WLCR Academy.
- Must obtain Peer Support Specialist or Qualified Mental Health Associate or Qualified Mental Health Professional certification in the state of Oregon within 4 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 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 21 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.
- 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 WLCR Academy.
- WLCR vehicle is to be used when responding to calls.

## RESIDENCY REQUIREMENTS

Part Time Team Members are required to live within the Western Lane Fire and EMS Authority boundaries and must be within a 30-minutes distance 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 Part Time Team Members and the Authority. This job description is subject to change by the Fire and EMS Chief as needed.**