SOUTH KING FIRE & RESCUE JOB DESCRIPTION

Temporary Full-Time Social Services Coordinator
Non-Exempt

Open Date: December 15, 2017
Closing Date: January 5, 2018

Application and supplemental questionnaire are available for download from SKFR's website at www.southkingfire.org.

South King Fire & Rescue, in cooperation with the Valley Regional Fire Authority, is seeking a full time Social Services Coordinator in 2018 with the possibility of extension.

DEFINITION OF THE POSITION:

Low acuity or minor non-emergent issues make up a large portion of the overall calls to the 911 system and continue to grow year after year. Addressing these calls is a challenge for an industry that is geared toward fast response, quick solutions and getting back in service for the next emergency as rapidly as possible. Traditionally patients are stabilized in the field and sent to the Emergency Department for treatment, but that doesn't always address the true needs of low acuity call patients. Our aim of the program is to assist patients in getting the treatment and services that are more appropriate to their needs than the Emergency Department. The unit will be known as a Community Medical Team or CMT unit. Many low-acuity utilizers of the 911 emergency medical system have multiple challenges to improving and maintaining good health. Correctly assessing the patients varied needs and coordinating care for these patients can alleviate many of the hurdles to good health and reduce the need for 911 calls.

RESPONSIBILITIES:

The immediate healthcare needs will be addressed by the firefighter EMT who will call for additional fire departments units to respond if appropriate. After the patient is medically stabilized, the role of the Social Services Coordinator will be to provide crisis intervention, determine underlying reasons for the 911 call, and then begin implementing solutions that will lead to improved health. This may involve the CMT's initially staying on scene with the patient for an extended period, in addition to follow-up phone/computer work and return visits as appropriate. The support services needed will vary widely, but may involve assisting with caregiving options, coordinating fall prevention education and devices, addressing a behavioral health crisis, or inappropriate living conditions. The Social Service Coordinator will collaborate with patients and their families, in addition to medical practitioners, housing, mental health, aging, and substance abuse professionals and other community resources as needed.

The unique skills set that is required for this position include an ability to effectively engage and serve people in crisis, excellent assessment skills in order to discover underlying needs, knowledge of area resources, the ability to create a plan of care, and diligent follow-up to ensure its effectiveness

WORK WEEK AND HOURS:

Hours are Monday – Friday, eight (8) hours per day 9-5

WORK ENVIRONMENT WILL BE A COMBINATION OF 3 SETTINGS;

1) Responding with Firefighter EMTs in a non-emergency fire department vehicle to 911 calls for services that have been identified as "low acuity". Although the calls can vary widely, a typical call may be for a lift assist of a patient that is uninjured but unable to stand on their own, or a patient or family member overwhelmed with a chronic health issue. The Social Service Coordinator and firefighters will work as a team. The firefighters will be in charge of all physical patient care and the social worker will be present in the home assisting with communication and performing social service assessments. There will be times when the social services coordinator will be called upon to assist with patient lifting. The environment may include unsanitary conditions and with patients/family members that are experiencing crisis.

2) There will be times when the social worker will work in an office setting within a fire station and utilize a computer and phone to facilitate care coordination for clients in the South King Fire & Rescue and the Valley Regional Fire Authority response areas.

3) The firefighters and social worker team will also make follow-up visits to patient's homes that have either been referred by other firefighters or that have been identified by the CMT Team as needing further evaluation or care coordination.

SUPERVISION RECEIVED:

The Employee reports directly to the Community Affairs Officer or designated Division Chief.

KNOWLEDGE, SKILLS, ABILITIES:

The unique skill set required for this position include the ability to effectively engage and serve people in crisis.

- Knowledge of area resources and the ability to create an action plan of care
- Skilled in Crisis intervention
- Ability to communicate effectively and engage with patients from diverse backgrounds
- Ability to effectively coordinate and collaborate with a diverse range of professionals and care centers
- Ability to interview patients and families, critically analyze information, and create thorough assessments/care plans
- Diligent follow-up to ensure the program's effectiveness
- Ability to monitor care plans for effectiveness and adjust approach as needed
- Excellent oral, written and documentation skills
- Establishing and maintaining positive and effective working relationships with others.
- Ability to work independently and with a team.
- Computer skills in use of personal computers, data base searches, Microsoft word suite, and office equipment.
- Proficiency in the use of new technology methods to provide feedback information to firefighters, patients, hospitals, etc.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

Coordinator Responsibilities:

- Perform outreach and assessments to determine the underlying needs of the patient.
- Counsel and review client records to become familiar with current condition(s) and treatment plans.
- Perform intake interviews with clients; determining need for therapeutic medical, psycho-social, and psychiatric evaluations; reviewing therapist evaluations, treatment objectives, and plans.
- Support client's treatment programs by assisting with schedules and routines; coordinating services being provided; arranging resources, including transportation and escort.
- Monitor cases by verifying clients' attendance; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crisis situations; providing personal support.
- Review case notes and maintain clients' records by logging events and progress.
- Communicate clients' progress by conducting interdisciplinary meetings and evaluations; disseminating results and obstacles to therapeutic team and family; identifying treatment influences.
- Review and amplify discharge plans; assist with discharge and post-discharge requirements; provide orientation and training to family members; research and provide community resources.
- Provide educational resources; balancing work requirements with learning opportunities.
- Evaluate the application of teaching and learning to changes in treatment and results.
- Prepare reports by collecting, analyzing, and summarizing treatment and results data and trends; compiling statistics.
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks.

EDUCATION AND EXPERIENCE:

A Bachelor's degree in a social-services related field or a minimum of three (3) years of experience performing social service assessments, crisis intervention, and care planning to patients in a community setting.

OTHER REQUIREMENTS:

- Candidate must pass a criminal background check and drug screening.
- Must possess a Washington State Driver's license and driving record free of serious or frequent violations.
- Employee is required to protect the privacy and security of protected health information as defined in State and Federal Law. HIPAA training is available from the Department.

PHYSICAL DEMANDS:

911 calls are unpredictable and unplanned. The CMT will need to be flexible and ready to respond to calls for help at odd intervals of time during the shift. Lunch and breaks may be interrupted. There will be times when the social services coordinator may be asked to assist, as part of a team,

with physically helping move equipment or a person. The use of a phone, vehicle, and computer will be daily part of the position.

APPLICATION PROCESS & DEADLINE:

Application and supplemental questionnaire are available for download from SKFR's website at www.southkingfire.org. The application packet should include a completed application, supplemental questionnaire, cover letter, and a resume. The resume should include a detailed work history, education, certificates, professional affiliations and references.

Application packets may be submitted by email or by US Mail to one of the following:

E-Mail: mary.stevens@southkingfire.org

US Mail: South King Fire & Rescue, Human Resources
31617 1st Ave So. Federal Way, WA 98003

HIRING PROCESS:

- Completed application packets must be received by Friday January 5th, 2018
- Selected candidates will be contacted for interviews
- Final candidate will be extended a conditional offer of employment, pending successful reference checks, background investigation and drug screening
- Estimated hire date is February 1, 2018

SALARY/ BENEFITS

This position will be for the year of 2018 and may be extended at the discretion of the Fire Department agencies.

- 4500-5500 per month D.O.E.
- Paid half hour lunch
- Accrued Sick leave
- Paid Holidays
- Medical and Dental insurance for family
- Long Term Disability Insurance
- Washington State Retirement plan
- Provided Uniform Clothing
- Paid life insurance policy