SOUTH KING FIRE & RESCUE JOB DESCRIPTION
Full-Time Social Services Coordinator
Non-Exempt

Open Date: October 18, 2019
Closing Date: November 15, 2019

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

PROGRAM MISSION:
Low acuity or minor, non-emergent, issues make up a large portion of the overall calls to the 911 system and continue to grow each 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 repetitive, non-emergent calls. The aim of our program is to assist patients in getting treatment and services that are more appropriate to their needs than 911 and the Emergency Department. The unit is known as South King CARES (Community Assistance Referral and Education Services).

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:
The role of the Social Services Coordinator is to:

- Work as a member of a multidisciplinary team that includes: 3 social service coordinators and two Fire Fighter/EMT's
- Co-respond with Firefighter/EMT partner to 911 dispatched low-acuity calls
- Provide crisis intervention services as necessary
- Review incoming CARES referrals
- Review patient records to become familiar with current condition(s) and treatment plan(s)
- Conduct biopsychosocial assessments to determine underlying reasons for the 911 usage
- Create and implement care plans aimed at connecting patients to appropriate services
- Educate the patient/family on alternative resources
- Collaborate with community providers on shared patients to improve health outcomes
- Support the patient's care plan goals by assisting with schedules and routines, arranging services, and accompanying patient to appointments as needed.
- Monitor care plan for effectiveness and revise care plan as needed
- Maintain up-to-date documentation in patient charts
- Provide feedback to referent about care plan, and outcome
- Comply with all agency policies and procedures
- Other duties as assigned

WORK ENVIRONMENT:

The Fire Service is a quasi-military organization with clear divisions of labor and responsibility. The Care Coordinator position works within several different settings including;

1) 911 Response: Responding with Firefighter EMTs in a non-emergency fire department vehicle to 911 calls for services that have been identified as "low acuity". The firefighter EMT will evaluate for any medical needs and stabilize the patient as needed before social services are provided.
2) Home visits: Firefighters refer patients to the CARES team via an internal computer referral system. If a patient has been identified by the CARES team as needing further intervention, follow-up home visits may occur.
3) Community-based visits: To assist the patient in accessing the most appropriate resources, the Social Services Coordinator may provide services in an Emergency Room, outpatient doctor office, senior center, etc.
4) Office setting: The Social Services Coordinator will spend time in an office setting reviewing cases, charting notes, and making phone calls as needed on patient's behalf.

This position may require work to be performed in the field, in a variety of weather conditions, potentially under unfavorable or unsanitary conditions, which may include biohazards, as well as air and blood-borne pathogens. Patients may present as challenging, hostile, or psychologically distressed. Additionally, 911 calls are unpredictable and unplanned. The Social Services Coordinator 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 the Firefighter/EMT with physically moving equipment or a patient.

WORK HOURS:

Hours of South King CARES operation are Monday-Friday 7AM-5PM. The Social Services Coordinator will work ten (10) hours per day, four days per week.

KNOWLEDGE, SKILLS, ABILITIES:

The unique skill set required for this position include:

- Skilled in Crisis intervention; must possess the ability to effectively engage and serve people in crisis
- Knowledge of area resources
- Ability to identify gaps in patient care
- Ability to communicate effectively and engage with patients from diverse backgrounds
- Ability to effectively coordinate and collaborate with a broad range of professionals
- Ability to interview patients and families and create thorough care plans
- Ability to monitor care plans for effectiveness and adjust approach as needed
- Excellent oral, written and documentation skills
- Ability to work independently and with a team
- Working knowledge of Medicaid and Medicare rules

- Basic computer skills: data base searches, Microsoft word suite, office equipment

EDUCATION AND EXPERIENCE:
A Master's degree in a social-services related field AND a minimum of three (3) years of experience performing social service assessments, crisis intervention, and care planning to patients in home settings

SUPERVISION:
The Employee works independently within the CARES team, and reports to the Fire Department Captain in charge of South King CARES.

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.

APPLICATION PROCESS & DEADLINE:
Application and supplemental questionnaire are available for download from SKFR's website at www.southkingfire.org/social_worker. 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: HR@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 November 15th, 2019
- 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 early January, 2020

SALARY/ BENEFITS
- Beginning salary $5,400 - $6,250 per month D.O.E. with additional salary steps to $8,000 per month
- Paid half hour lunch
- Accrued Sick leave
- Paid Holidays
- WA State deferred compensation program contribution ($250/month)
- Medical and Dental insurance for family
- Long Term Disability Insurance
- Washington State Retirement plan
- Uniform Clothing Provided
- Paid life insurance policy