SOUTH KING FIRE & RESCUE JOB DESCRIPTION

Temporary Part-Time Community Care Coordinator
Non-Exempt

Open Date: November 15, 2016
Closing Date: December 15, 2016

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

DEFINITION AND SCOPE OF RESPONSIBILITIES:

The following position exists for Community Care Coordinator (the "Employee"). This position is an extension of a grant funded program and is only temporary. This position's purpose is to help reduce 911 calls and Emergency Room visits by a selected subset of 911 users that have a diagnosed a chronic disease and have been given discharge and follow-up orders from a Doctor. The Community Care Coordinator task will be to help the client adhere to those follow up orders.

PROGRAM OVERVIEW:

Many high utilizers of the emergency medical system have multiple challenges to being compliant with a medical plan due to social, mental and financial reasons. A highly focused care coordinator for these patients may be able to alleviate many of the hurdles to good health care by coming alongside patients and assisting them with transportation, appointment reminders, coordination and follow-up. The Care Coordinator will utilize existing programs such as taxi vouchers, housing specialists, King County Community and Human services, Aging & Disability Services, Highline Health Connections and use personal phone calls, collaboration with PCP, social workers and family to manage the client's needs.

The primary objectives:

To evaluate the effectiveness of an EMS-based non-response program designed to reduce the impact of low-acuity medical calls to 9-1-1, reduce the burden or impact of high utilizers on the regional EMS system and to reduce the number of re-admits to St Francis Hospital.

Goal #1: Decrease hospital patient re-admits by 5% over an 18 month period for clients that have a chronic disease condition and called 911 within the reimbursable 30 day period.

Goal #2: Decrease calls to the 911 system by those enrolled in the program over those not serviced by the care coordinator.

Goal #3: Improve patient healthcare plan compliance with the defined steps between hospital or ED discharge and the end of the 30 day post discharge period for those enrolled into the program.

WORK WEEK AND HOURS:

The defined "work week" begins on Monday and ends on Sunday. Employee will not have a standard set work schedule, but shall coordinate efforts with the Employee's direct Supervisor of the Program for the Department, and develop a schedule averaging no more than seventeen (17) hours per week, and no more than 80 hours per month.

The work may be performed at the fire department, from the Employee's residence, at client's homes, St Francis Hospital, client's homes and on the road.
The hourly rate of pay is $30-$40 per hour DOE
Reimbursement for use of the employee's private vehicle at the Washington state reimbursement rate of an expected 75 mile per week average
Use of an issued portable computer
Use of an issued cellular phone

The Employee is responsible to track all hours and submit them to the Supervisor for approval and payment no later than the 5th day of the month following the month in which work was performed.

SUPERVISION RECEIVED:

The Employee reports directly to the Community Affairs Officer or designee.

ESSENTIAL FUNCTIONS:

- As a member of a multidisciplinary team, you will be empowered to be the driver of the process by way of coordination of patient care along the full continuum and/or for a target population of patients with a chronic disease.
- Reviewing client records
- Promote the appropriate utilization of resources, identify and address care gaps, promote health behavior changes for patients to better manage their illnesses, and analyses readmissions to the acute setting post hospitalization.
- Use professional judgment, independent analysis and critical-thinking skills
- Promote patient engagement and participation in their care at their highest attainable level
- demonstrate a strong commitment to promoting excellence every day by maintaining and demonstrating competent professional practice
- Determine the clients' requirements by completing intake interviews; determining need for therapeutic medical, psycho-social, and psychiatric evaluations; reviewing therapist evaluations, treatment objectives, and plans.
- Support the 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 crises; providing personal support.
- Maintain clients' records by reviewing case notes; logging events and progress.
- Communicate the clients' progress by conducting interdisciplinary meetings and evaluations; disseminating results and obstacles to therapeutic team and family; identifying treatment influences.
- Reviewing and amplifying discharge plans; assisting with discharge and post-discharge requirements; orienting and training family members; providing resources.
- Provide educational resources; balancing work requirements with learning opportunities; evaluating the application of learning to changes in treatment results.
- Prepare reports by collecting, analyzing, and summarizing treatment and results data and trends; compiling statistics.
- Collaborate with King County Emergency Medical Services Efficiency and Effectiveness Strategic Initiative coordinator

- Work with a student from the University of Washington Community Oriented Public Health Practice Program, help develop and use a tracking program to gauge the effectiveness of this study.
- Perform other work as assigned by the Employee's supervisor.

KNOWLEDGE, SKILLS AND ABILITIES:

The Employee shall have knowledge of:

- 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.
- Understanding and executing oral and written instructions and to interpret plans and sketches.
- Expressing ideas and conveying information effectively, both orally and in writing.
- Skill in the use and care of tools and equipment used in the performance of the Fall Prevention Grant outline.
- Establishing and maintaining positive and effective working relationships with others.

EDUCATION AND EXPERIENCE:

The Employee must meet the following minimum qualifications:

- Experience in community care coordination – care management, patient centered homecare, medication management, etc.
- RN, SW or other applicable learning credential
- Experience in a hospital or clinical setting preferred
- Experience in case management and or discharge planning preferred
- Critical thinking skills
- Documentation Skills
- Analyzing Information
- Decision Making, Research Skills
- Verbal Communication
- Written Communication
- People Skills
- Resolving Conflict
- People Management

OTHER REQUIREMENTS:

The Employee should also possess:

- A Washington State Driver's license and driving record free of serious or frequent
- Experience in community healthcare setting
- Experience with adult learning theory
- Experience collaborating with senior leadership

TOOLS AND EQUIPMENT USED:

Personal computer, calculator, phone, vehicle.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Employee is frequently required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms.

NECESSARY SPECIAL REQUIREMENTS:

- The selected candidate must pass a background investigation.
- 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.
- Employee will utilize their own personal vehicle to perform community duties.
- Employee will maintain a Mileage Report and turn it into the Department by the 5th of each month, to claim reimbursement for mileage, at the customary rate set by the State of Washington.

WORK ENVIRONMENT:

Employee works inside offices and in the community. The work environment noise level is typical of those encountered in a small administrative office setting and in a typical home.

The duties listed above are intended only as illustrations of the various types of work that may be 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 the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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 5:00 PM on Friday, December 15, 2016
- 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 January 3, 2017

Application Packets must be received by 5:00 p.m. on the closing date of December 15th, 2016