



POSITION ANNOUNCEMENT

Post date: October 25, 2017

Clinical Coordinator / Social Worker

Application Packets Accepted: October 25, 2017 - November 15, 2017 (at 4:00 p.m.)

POSITION DETAILS	CURRENT BENEFITS SUMMARY
Salary : \$7,900 - \$9,100 monthly (DOQ)	Comprehensive benefits program that includes medical, dental, LTD, 457 plan , health reimbursement account and enrollment in WA State PERS retirement, etc.
Schedule: 40 hours per week	
Limited Term position for 2018 and possibly 2019	
<i>*Currently Under Review: Inclusion into Shoreline Firefighters Local 1760 Collective Bargaining Unit</i>	

The Clinical Coordinator/Social Worker (CC/MSW) is a full-time limited term civilian position working within the Community Outreach Division reporting to the Assistant Chief-EMS.

The Clinical Coordinator (CC/MSW) serves as the social worker and human services expert for the Department. As such, the CC/MSW works with the Community Services Officer (CSO) position to develop plans to mitigate the impact of chronic 911 callers and to better protect our most vulnerable citizens. The CC/MSW facilitates access to social services and non-emergency medical services for vulnerable adults and families in crisis encountered by 911 responders within the Department’s Mobile Integrated Health (MIH) service area.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities may include, but are not limited to, the following.

- Serve as the Department’s social and human services subject matter expert.
- Coordinate and develop effective working relationships with external agencies in the area of Public Health.
- Contribute to the development and implementation of the vision of the regional MIH program including objectives, performance metrics, and policies.
- Work collaboratively with other agencies toward a common goal of a countywide regional MIH program.
- Monitor and find solutions for callers who are termed “high users” of the 911 system.
- Establish and maintain relationships with outside agencies who are partners in the effort to guide 911 callers towards appropriate medical and social services.
- Participate in the development and improvement of non-emergency services for special needs populations (such as homeless, disabled, elderly, resource poor).
- Provide proactive leadership to foster morale and teamwork in the area of community outreach.

- Participate and oversee in the development of the Department's performance metrics, tracking, and referrals related to the Community Medicine Team.
- Enhance customer service and patient care through Department member training that supports clinical competency, cultural relevant practices, use of appropriate technologies, customer service and adherence to program and Department standards.
- Serve as the liaison with adult family homes, assisted living facilities, group homes and skilled nursing facilities.
- Serve as the liaison with Department personnel who encounter and refer vulnerable adults in need of assistance in their care, safety, mental or physical health issues.
- Develop/enhance customer service programs, procedures, and policies to improve operations for personnel dealing with non-emergency customer needs.
- In coordination with the CSO, make in-home visits to meet, interview, and assess citizens referred by Department personnel.
- Maintain timely and organized progress notes on individuals enrolled for services.

QUALIFICATION REQUIREMENTS

Knowledge

Must be proficient in:

- Modern office systems and technology including personal computers and related software (at a minimum MS Word, Excel, Outlook, and similar programs).
- Business letter writing, email communications, and report preparation.
- Requires thorough knowledge of effective human resource skills, dealing with all levels of society, and a basic knowledge of fire service operations and services.
- Fire Department organizational structure and functioning.
- Understanding of organizational culture, climate and/or politics.
- Policies, regulations and procedures related to the administration and operation of the fire department.
- Partnerships and inter-agency cooperation with other public and private agencies within the region.
- Understanding of the interactions and linkages with other public and private jurisdictions within the region.
- Regional programs and initiatives affecting the Department.

Skills and Abilities

Must demonstrate the following skills and abilities:

- On a regular and continuous basis, exercise administrative judgment and assume responsibility for decisions, consequences, and results having an impact on people, the organization and quality of service within the assigned area.
- Effectively handle confidential, difficult and sensitive issues, using tact and diplomacy.
- Excellent interpersonal skills including the ability to effectively communicate and build and maintain effective team relationships with employees, public officials and diverse populations.
- Ability to conceptualize future needs of Department services, and to recommend and implement approved action plans, consistent with budgetary limitations.
- Ability to communicate effectively, on an individual and a group level, as necessary, to achieve cooperation and support of departmental services, goals and objectives.
- Write, speak and communicate effectively and properly using the English language. Ability to communicate clearly and concisely, both verbally and in writing.
- Ability to coordinate the interests of diverse groups and individuals within the community.

- Communicate and work effectively with co-workers, subordinates, superiors, the general public, representatives of public and private organizations and others sufficient to exchange or convey information.
- Ability to maintain and project a calm, informational and persuasive demeanor, in stressful situations.
- Ability to lift up to 50 lbs.

Personal Attributes

Must demonstrate the following personal attributes:

- Be honest and trustworthy.
- Be respectful, professional and courteous.
- Possess cultural awareness and sensitivity.
- Be flexible.
- Possess sound work ethics.
- Enjoy working continuously in a team setting.

Required Qualifications

- Master's degree in social work or mental health and ten years work experience in a hospital emergency room or Public Health setting; or a combination of education and related experience that is sufficient to demonstrate competency.

Desired Qualifications

- Formal training in trauma informed care, crisis intervention, and grief counseling.
- Experience using performance metrics or other tools to evaluate programs, policies, or services provided by an organization or agency.

Certificates, Licenses, Registrations Required

- Requires a valid Washington State Driver's License (or the ability to obtain) and a driving record free of significant moving violations.
- AHA Healthcare provider CPR certification (*provided by Department*).

Work Environment

- Work is performed both indoors in an office environment, using computers and other standard office equipment, and as fieldwork, traveling to occupancies throughout the city.
- A vehicle is provided to the employee while at work and the employee must be able to operate it legally and safely.
- Additionally, the employee occasionally works outside, in poor weather conditions, in hazardous traffic areas and under unfavorable or unsanitary conditions, which may include biohazards, air and blood-borne pathogens.
- The employee may, at times, find him/herself in hostile or psychologically stressful situations.
- The noise level in the work environment is occasionally very loud.

TENTATIVE SELECTION PLAN:

Application Period	October 25, 2017 – November 15, 2017 at 4:00 p.m.
Application Screening	November 16, 2017
Applicant Notifications	November 17, 2017
Panel Interview	November 27-29, 2017
Job Offer Extended	December 1, 2017
Anticipated Hire Date	January 1, 2018

HOW TO APPLY FOR THIS OPPORTUNITY:

- Mail, fax or email a cover letter, resume, and Shoreline Fire Department application to:
 - Shoreline Fire Department
17525 Aurora Avenue North
Shoreline, WA 98133
 - or fax: 206-237-2458
 - or email: employment@shorelinefire.com

The application and job description are available at www.shorelinefire.com. Incomplete or late submittals will not be considered. All questions must be submitted via email at employment@shorelinefire.com. All finalists are subject to a comprehensive background check.

REASONABLE ACCOMMODATION:

If you require accommodation during any phase of our recruitment process, please contact Joyce Brown, Administrative Director / 206.533.6570 / jbrown@shorelinefire.com

- Equal Opportunity Employer--