	POLICY - ADMIN 124.1 (2.1.66) **JOB DESCRIPTION** ***Mobile Integrated Health Program Manager***		
Approved By:		**Original Job Description Date:** 10/01/2026	**Revision Date:** *NEW*
Supersedes:		**See Also:**	

SUMMARY

This is a full-time, FLSA non-exempt, represented, supervisory position with administrative duties, reporting to and at the direction of the Division Chief of EMS. Mobile Integrated Health (MIH) programs connect low-acuity and vulnerable EMS clients to the appropriate resources to address their complex needs through alternative response and referral strategies. The Mobile Integrated Health (MIH) Program Manager provides leadership, operational oversight, and program development for the Shoreline Fire Department (Department) MIH Division. This role is responsible for coordinating three core MIH service arms:

1. Non-Emergency Response and Field Operations.
2. Social Work Intervention & Case Management.
3. Adult Family Home (AFH), Skilled Nursing Facility (SNF), and Retirement Community Education & Coordination.

The MIH Program Manager oversees interdisciplinary teams, develops community partnerships, ensures regulatory compliance, manages data and performance metrics, and supports the Department's mission to reduce non-emergency 911 utilization, improve health outcomes, and deliver proactive, person-centered care.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed are intended to describe the general nature and level of work performed. Additional duties may be assigned when they are reasonably related to the purpose, level, and scope of this position and classification. The essential duties and responsibilities include the following:

1. Develop, implement, and evaluate MIH programs aligned with the Department's strategic goals.
2. Create and oversee MIH operational policies, procedures, clinical pathways, and quality assurance/continuous quality improvement (QA/CQI) processes.
3. Provide day-to-day supervision of MIH staff (EMTs, Community Paramedics, Social Workers, Nurses, Peer Support Specialists, Program Analysts, and staff rotating in on overtime).
4. Staff, schedule, and adjust coverage (due to vacation/sick leave, overtime, surge demand) to support reliable MIH service delivery during established operating hours.
5. Support onboarding, professional development, continuing education, and licensure/compliance requirements.
6. Oversee vehicle readiness, field documentation standards, and safety compliance.
7. Coordinate with the Division Chief of EMS to monitor compliance with applicable patient-care protocols through established quality assurance processes.
8. Supervise MIH field operations responding to low-acuity, non-emergent 911 calls.
9. Develop and monitor response protocols that, when clinically appropriate, connect individuals with suitable services and reduce call volume to frontline suppression and EMS units.

10. Oversee delivery of person-centered, trauma-informed crisis response, care coordination, and ongoing support, connecting individuals, families, and staff with the right resources at the right time.
11. Serve as the MIH primary liaison to regional healthcare, behavioral health, housing, and public-sector partners; represent MIH in community forums; and build continuity-of-care handoff agreements and workflows.
12. Serve as the Department's liaison to skilled nursing, assisted living and adult family home facilities, coordinating with King County partners and facility leadership.
13. Provide education and program support on appropriate EMS use, prevention, chronic care awareness, and naloxone (Narcan).
14. Oversee MIH analytics, dashboards, and reporting, ensuring accurate and timely data entry.
15. Track and report key performance indicators (e.g., 911 diversion, transport utilization, high-utilizer outcomes, housing referrals, satisfaction, cost avoidance) and analyze trends to recommend operational improvements.
16. Support annual reporting, grant requirements, and performance audits.
17. Represent the Department on regional committees and meetings when requested.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty thoroughly and satisfactorily. Reasonable accommodations may be offered to qualified individuals with disabilities to help perform the essential functions of the position, in accordance with applicable law. Individuals must satisfactorily complete a comprehensive background check. The requirements listed in this job description are representative of the knowledge, skills, and/or abilities required. The employee will strive at all times to excel in the following competencies necessary to accomplish the duties and responsibilities listed.

Knowledge

- Principles and practices of leadership, supervision, and team development.
- Excellent judgment in medical and social complexity situations.
- Ability to navigate cross-agency systems and relationships.
- Skill in crisis intervention, trauma-informed practices, and de-escalation principles.
- Understanding of gerontology, chronic disease, mental health, and substance use resources.
- Strong communication, documentation, and presentation skills.
- Ability to analyze data, write reports, and track program outcomes.
- Commitment to equity, inclusion, and culturally responsive care.

Skills and Abilities

- Excellent interpersonal and communication skills including the ability to build and maintain effective working relationships with employees, public officials and diverse populations.
- Exercise sound judgment and assume responsibility for decisions, consequences and results that impact the community and the Department.
- Facilitate and support the professional growth of others.
- Promote a professional, respectful, and responsive approach to customer service by anticipating and addressing community needs and expectations whenever reasonably possible.
- Effectively handle confidential, difficult or sensitive MIH issues with tact, diplomacy, sound judgment and understanding of organizational policies, practices and culture.
- Anticipate, analyze, diagnose and resolve problems.

- Address and resolve conflict constructively.
- Effectively communicate, document, present information, analyze data, prepare reports, and track program outcomes.

Personal Attributes

- Professional, respectful, trustworthy, and culturally aware.
- Flexible, dependable, and service-oriented.
- Friendly, approachable, and collaborative.
- Demonstrates integrity, sound judgment and a strong work ethic.

Education and/or Experience

- High school diploma or GED.
- Minimum of three (3) years of progressively responsible experience in emergency medical services, community health, mobile integrated health, public health, and/or related healthcare field.
- Demonstrated experience working with frequent EMS users, behavioral health challenges, and vulnerable/community-based populations.
- Experience collaborating with hospitals, social service agencies, behavioral health providers, public health departments, and community partners.
- Experience supervising employees or coordinating programs, projects, or multidisciplinary teams.
- Bachelor's degree in a related field preferred. Examples include: emergency medical services, public health, healthcare administration, social work.

Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities may be considered in lieu of the stated minimum qualifications.

Certificates, Licenses, Registrations

- Requires a valid Washington State Driver's License (or the ability to obtain) and a driving record meeting Department requirements.
- American Heart Association BLS Provider certification or equivalent certification from another Department-approved provider.

Physical Demands and Work Environment

- Ability to work effectively in a variety of environments, including patient homes, shelters, clinics, hospitals, public spaces, and emergency scenes.
- Regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds.
- Work is performed both indoors in an office environment, using computers and other standard office equipment, and in the field, traveling to patients' homes, shelters, hospitals, public spaces and other locations throughout the community.
- Potential exposure to medical, behavioral, and environmental hazards associated with mobile integrated health and community-based EMS settings.

The statements contained herein reflect general details to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive list of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or to otherwise balance the workload. 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.