

POSITION DESCRIPTION:

The Fire Department is partnering with the City Human Services Department – Aging and Disability Services to provide case managers with social services or crisis intervention expertise for the Mobile Integrated Health program. The Mobile Integrated Health (MIH) program is an initiative that fields a Fire-based, multidisciplinary team to respond to non-emergent 9-1-1 calls with the goal of providing better outcomes through improved navigation, outreach, and service connections. These positions are the civilian component of the Fire Department's (FD) Mobile Integrated Health (MIH) Program. MIH case managers respond to requests from on-scene FD operations unit or dispatched through FD's 9-1-1 center alongside FD firefighter(s)/EMT's in the organization's vehicle. For each client, an emergency response has been activated because either the client themselves or a bystander has felt they are experiencing an emergency or are in crisis. Last year, the organization had 1061 responses to over 500 individuals.

These MIH case manager positions receive clinical supervision from an Aging and Disability Services/Human Services Department Human Services Supervisor, Sr as well as direction from the Fire Department Mobile Integrated Health Program Manager.

We have one permanent opportunity, and one Term Limited (one-year benefits eligible) available. These positions do require you to be on-site. The MIH Case Manager should be an experienced and proficient system navigator, with a working knowledge of medical, behavioral, substance use and social service resources throughout the city, as well as community-based organizations, and strategies for accessing them in real time for clients in need. In addition, we are seeking applicants with a demonstrated history of case management/social work among disadvantaged populations

JOB RESPONSIBILITIES:

- * Case managers respond to persons in medical, behavioral, or substance use crises and/or with social service requests alongside FD firefighters in the organization's vehicle.
- * Respond to a high volume of dispatched and FD system referrals and crisis situations daily. Case managers are expected to keep calm during daily crises responses and are often joined on scene by other crisis responders, which can escalate the intensity.
- * Perform an on-scene assessment and plan of care for each patient who may be agitated, upset, hostile, withdrawn, and/or difficult to communicate with. Due to the nature of a dispatched response, patients are not vetted or screened in advance.
- * Work in close collaboration with other organization staff on scene to create a plan to address immediate needs (such as shelter, medical stability, detox, wound care, a ride to the grocery store) and work to find solutions to more chronic issues (such as refusal to engage in care, poor management of chronic illness, criminal history, and ongoing use of drugs/alcohol.)
- * Assess the scene for safety and constantly adapt to changes in the situation, as warranted. Carefully gauge personal and team safety while working with clients in crisis.
- * Case managers will provide a direct client response during pandemic conditions.
- * Provide extensive care coordination with other providers as part of wrap-around care. Provide follow-through and work to bridge the gap in situations where clients historically fall through the cracks and do not get connected with the services they need.
- * Assist with comprehensive and continual training of new firefighters and case managers. Firefighters are assigned on a staggered six-month rotation or assigned as part of the substitute pool. Case managers will take the lead and provide on-scene instruction in addition to collaborating on the trauma-informed response, assessment, and care planning of clients.
- * Case managers will provide input on the development and implementation of the program objectives, policies, procedures, and best practices as requested.

* Case managers will provide input on the program's growth and changes. They will also assist with expansion activities, including outreach to stations, space planning, and coordination between units, as requested.

* Participate in meetings, media coverage and ride-alongs. Due to this public-facing role, the staff are visibly representing the City while on duty.

* **Must be willing to work a non-standard schedule (4/10 schedule), which will include early evening hours on weekdays, typically 9am-7pm.**

* Work is generally performed out in the community, based out of an FD response vehicle (sport utility vehicle) with office space at the FD Headquarters or fire stations. Work environment may also consist of being exposed to unsanitary conditions in clients' homes, on the streets, or in locations such as shelters or encampments. Work environment may entail exposure to individuals under the influence of drugs/alcohol and/or experiencing mental health crises and/or are potentially violent.

*Must also be able to interact with clients in a wide variety of settings and perform field-based outreach work of electronic mail and industry-standard computer software Microsoft Office. (via phone or computer).

QUALIFICATIONS:

Minimum Qualifications:

Requires a minimum of three years of social services experience involving interviewing, counseling, or crisis intervention, and a Bachelor's degree in Social Services, Psychology, or a related field (or a combination of education and/or training and/or work experience, which provides the ability to perform the work of the class).

OR: An equivalent combination of education and experience that demonstrates the ability to perform the position duties.

Desired Qualifications:

- Experience providing outreach, crisis intervention and case management to individuals with chronic illnesses, behavioral health disorders, and substance use disorders.
- A proven ability to use multiple techniques for client engagement while working with difficult-to-engage populations.
- Ability to work effectively within diverse workgroups and work cultures, with a proven ability to collaborate with first responders, community-based services, law enforcement, and governmental agencies.
- Experience working in major social service, health and/or government agencies and programs serving older adults, disabled persons or other vulnerable populations.
- Experience navigating the healthcare system (including clinics, primary, urgent, and emergency care, hospitals, and insurance issues) for needy or underserved populations.
- Experience working within or in conjunction with the homeless services system(s) of the City and County, or work with clients experiencing homelessness.
- De-escalation training or experience.
- Comfortable working in a fast-paced, collaborative, multidisciplinary team-oriented environment.

ADDITIONAL INFORMATION:

Your application will not be reviewed if these items are missing or incomplete.

Hiring Process

Applications are reviewed after the posting closes. Qualified candidates must submit the following to be considered:

1. Completed NEOGOV online application.
2. Current résumé indicating relevant experience and education.
3. Cover letter describing how your skills and experience align with the stated job responsibilities and qualifications.
4. Supplemental questionnaire responses

Offers of employment are contingent on verification of information provided by the applicant as part of the application process, including a potential background check, pre-placement physical exam, and full driver's abstract.

All interviews will be held in person

Please note this job advertisement is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.