

WESTERN LANE FIRE & EMS AUTHORITY	SECTION NUMBER:
OPERATIONS AND PROCEDURES MANUAL	EFFECTIVE DATE: 5/12/2022
DIVISION TITLE: JOB DESCRIPTIONS	REVISION DATE: 5/12/2022
SECTION TITLE: Mobile Crisis Response (MCR) On Call Team Member	REVIEWED DATE:

CLASSIFICATION: Non-Exempt, Hourly. This is not a Civil Service position.

MCR team members sign up to be on call for 12 or 24-hour shifts and receive a stipend while on call. A monthly minimum of four 24-hour shifts or eight 12-hour shifts is required for all MCR members. When responding to incidents on shift, team member will be paid an hourly wage in addition to the shift stipend.

JOB SUMMARY: Under the direct supervision of the MCR Manager, the MCR team member, working in pairs, will respond to calls to provide assessment, crisis intervention, support and resource information to members of our community in crisis situations such as mental health emergencies (including suicidal subjects, persons experiencing acute mental health episodes, homeless individuals, and requests for welfare checks), as well as other crisis situations (such as fire, crime, medical emergencies and natural/manmade disasters). This may include assisting police with death notification, providing crisis intervention and resources to families who have just lost their home to fire, or providing grief support to family members who have just lost a loved one to sudden or unexpected death due to a medical event, car accident, drowning or other critical incident. MCR team members may also provide support and resource assistance to members of our fire, EMS and law enforcement communities and their families.

EXAMPLES OF DUTIES

Response

- Respond to incidents to provide assessment, crisis intervention, and support to clients within western Lane County. Examples include crisis situations such as suicidal subjects, acute mental health episodes, homeless individuals, requests for welfare checks, as well as other crisis situations (fire, crime, medical emergencies, and natural/manmade disasters).
- This position is considered to be a Mandatory Reporter. In cases of suspected child, elder or domestic abuse, verbally report to law enforcement or the appropriate county agency and complete the Abuse Reporting form online before the end of shift.
- Provide resource information to those in need.

Documentation

- Document all MCR calls in Elite/Image Trend

Communication

- Attend MCR Team meetings twice a month and quarterly trainings as assigned.
- Respond to texts, phone calls and email communications from the other MCR team members and MCR Manager.

QUALIFICATIONS

Education and Experience

- High School diploma or equivalent.
- One year experience (paid or volunteer) working in medical or social services or with disadvantaged individuals.
- Experience in counseling, crisis work, or previous work as an emergency responder is strongly preferred.

Knowledge, Skills, and Abilities

- Ability to maintain confidentiality and remain compliant with HIPAA requirements.
- Ability to work effectively as a member of an integrated team.
- Ability to develop effective professional relationships with other community agencies.
- Ability to work in a structured, sometimes stressful environment, and maintain a positive mental attitude.
- Strong communication skills, both verbal and in writing.
- Ability to communicate clearly via phone or radio.
- Cultural sensitivity and experience working with people from diverse cultural backgrounds.
- Ability to operate a personal computer. Working knowledge of word processing, spreadsheet, and database software. Ability to navigate and utilize the Internet.
- Ability to work effectively within a team and independently.
- Must adhere to MCR and WLFEA policies and procedures

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Employee may be required to lift 25lbs, ambulate on uneven terrain, remain standing or walking for 1-2 hours at a time, and sit for long periods of time.
- Must have the ability to respond to emergency calls at all hours of the night, sometimes in challenging weather and/or under other stressful conditions.

REQUIREMENTS

- Must be 21 years of age or older.
- Candidate must agree to and pass a background check, a DMV check, and pre-employment drug screen.

- Candidate must have a current Oregon Driver's License or obtain one within six (6) months from date of hire.
- A willingness to work tactfully and respectfully with people in crisis regardless of their race, religion, sexual orientation, or lifestyle choices.
- Must meet minimum training and performance requirements and complete the MCR Academy.
- Obtain Peer Support Specialist (PSS) or Qualified Mental Health Associate (QMHA) certification within six (6) months of hire date.
- Professional attire (MCR clothing will be provided) is to be worn whenever on duty.
- MCR vehicle is to be used when responding unless the use of a personal vehicle is approved by the Program Manager.
- Must attend monthly MCR team meetings and the quarterly team training.

MILEAGE REIMBURSEMENT

An MCR vehicle is available for responding to scenes. In instances where an MCR vehicle or WLFEA vehicle is not available for use, personal mileage will be reimbursed at the standard Federal mileage rate. ***Under no circumstances should a client ever be transported via personal vehicle.***

PROBATIONARY PERIOD

Probationary period of one year, with performance evaluations to be held at 90 days, 6 months and 12 months.

COVID-19 CONSIDERATIONS:

WLFEA requires documentation of COVID-19 vaccination or acceptance of a vaccination waiver.

PROTECTED HEALTH INFORMATION:

MCR team members shall not act or fail to act in any manner that would cause WLFEA to be in violation of any applicable law, including the Health Insurance Portability and Accountability Act ("HIPAA").