

WESTERN LANE FIRE & EMS AUTHORITY	SECTION NUMBER:
DIVISION TITLE: Job Descriptions	SECTION: Mobile Crisis Response (MCR)
POSITION: Client Advocate	REVISION DATE: 8/12/2022

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

This position is scheduled for three or four 24-hour shifts per week with 10 hours in the office followed by 14 hours on call. The office hours and responding to incidents while on call is compensated by the hour. Employees on call receive an additional stipend.

JOB SUMMARY: Under the immediate supervision of the MCR Manager, the MCR Client Advocate team member is responsible for responding to and providing resources to persons experiencing mental health episodes, suicidal thoughts, homeless issues, and other emergency situations which does not require law enforcement or pre-hospital EMS intervention. They will also do follow up on MCR calls and make sure to check in clients that have asked to additional resources. They will also provide clerical support in the completion of call documentation and the upload of incident information into Measures and Outcomes Tracking System (MOTS). They will assist the MCR Program Manager with fulfilling grant requirements i.e., community presentations and trainings.

MCR team members may also assist police with death notification, provide crisis intervention and resources to families who have lost their home to fire, or provide grief support to family members who have just lost a loved one. MCR team members also provide support and resource assistance to members of our Fire, EMS, law enforcement communities and their families.

EXAMPLES OF DUTIES:

Responding

- 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).
- 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.
- Make follow up phone calls within 3 days of first MCR contact with client.
- Twice a month do community presentations.

Documentation

- Document all MCR calls on Elite/Image Trend by the end of shift.
- Update MOTS and MHS25 of all MCR and follow up calls.

Communication

- Attend MCR Team meetings twice a month.
- Attend shift change meetings at WLAD, SVFR, and the Emergency Room.
- Review client status with next shift MCR Member and MCR Manager.
- Respond to texts, phone calls and email communications from other MCR Members including the MCR Manager.
- Be the point of contact for questions from community members, dispatch, law enforcement, and Fire/EMS.

Other Tasks

- Promotion of the MCR program which could entail visiting businesses and distributing MCR flyers.
- Educating the public on the purpose of the MCR program.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE: High School Diploma or equivalent. Associates Degree or higher is desirable. One year experience working in medical or social services or with disadvantaged individuals. Experience in counseling, crisis work, or previous work as an emergency responder is preferred.

KNOWLEDGE, SKILLS & ABILITIES

- Ability to maintain confidentiality and remain compliant with HIPPA 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.
- Cultural sensitivity and experience working with people from diverse cultural backgrounds.
- Ability to operate a personal computer. Detail knowledge of word processing, spreadsheet, and database software. Ability to navigate and utilize the Internet.
- Ability to work effectively 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-up to 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 four 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 MCR Academy.
- Obtain Community Health Worker (CHW) or Qualified Mental Health Associate (QMHA) certification within 12 months of hire date.
- Professional dress (MCR clothing will be provided) is to be worn whenever on duty and when working in the office.
- MCR vehicle is to be used when responding to calls.

OVERTIME: Incidents may occur where working overtime is necessary. Overtime must be approved by the MCR Manager when possible.

PROBATIONARY PERIOD: Probationary period of one year, with performance evaluations to be held quarterly during the first year and annually after.

COVID-19 CONSIDERATIONS:

MCR adheres to the Oregon Health Authority COVID-19 Guidelines, Center for Disease Control, and Lane County Public Health and Western Lane Fire and EMS Authority information regarding the virus. Each program has their own action plan regarding COVID-19 and the specific procedures that are set in place to uphold the health and safety of all individuals in each program.