

### **CARES Provider**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

#### **JOB OBJECTIVES**

The Community Assistance Referral and Education Services (CARES) Provider is part of mobile response and outreach team that coordinates and delivers health services in the community setting. The CARES Provider's primary focus is to respond to urgent care requests, triage / assess, and connect patients to acute care services. The Provider also works to identify, engage, and connect high-need individuals to the right medical, behavioral, and social services in the community. The Provider works in collaboration with a dynamic multidisciplinary team that includes Paramedics, EMTs, Firefighters, Social Workers, and support staff. This position works in the Fire Department and reports to the EMS Division Chief.

This position has been funded for two (2) years only and there is no guarantee of work beyond that time.

#### **ESSENTIAL FUNCTION STATEMENTS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

Respond to 911 callers with low-acuity medical, behavioral, and social needs.

Coordinate and deliver appropriate acute care services.

Identify high-risk clients with complex needs.

Make whole person assessments.

Connect high-risk clients to whole-person care services.

Moving, lifting, or transferring of patients.

Meet with and interview contacts, families, and other care providers to assess needs and eligibility for services.

Advocate needs of individuals within and outside system; liaise between individuals, caregivers, and service providers.

Provide client-level and system-wide troubleshooting and advocacy.

Follow-up with identified individuals to bridge gaps between emergency medical responders and/or police and social services.

Provide and promote excellence in customer service for community members and partnering providers.

Pilot test new workflows and digital tools to improve tracking and communication between health and social service agencies.

Develop curriculum and deliver training and educational materials.

Teach and educate others in a formal training setting and groups in Ad hoc committee training sessions in a classroom setting.

Prepare memos, correspondence, records, case notes and reports related to activities.

### **AUXILIARY FUNCTION STATEMENTS**

Specific position assignments will vary depending on the needs of the department.

Follow all safety rules and procedures established for work area.

Perform related duties and responsibilities as required.

### **QUALIFICATIONS**

#### **Knowledge of:**

Emergency medical incident reporting system.

EMS delivery system within the department and Clark County.

HIPAA rules and regulations related to the continuation of care.

Modern office practices, procedures, and equipment including personal computers and related software such as word processing and spreadsheet programs.

Social services available within the community, greater Clark County, the State of Washington as well as any federally related programs.

Pertinent Federal, State and local laws, codes and regulations.

Proper use of telephone etiquette and techniques to properly assist a diverse assortment of inquiries and people.

#### **Ability to:**

Care for patients within certified scope of practice.

Demonstrate critical thinking and clinical reasoning skills and knowledge of medical terminology.

Develop and demonstrate familiarity with local community resources.

Work collaboratively in a team and manage multiple priorities, utilize effective time management skills, and exercise sound administrative and clinical judgment.

Work autonomously, independently organize, prioritize, and manage time.

Demonstrate strong interpersonal skills and establish and maintain effective working interagency relationships.

Establish and maintain effective working relationships with both external and internal customers.

Effectively use and operate computers and computer software. This is to include typical business office equipment but is not limited to; computers, multi-line telephone, copy/fax/scanner machine, digital projector, 800Mz radios, Mobile Data Computers (MDC's), iPads, iPhones, IOS mobile operating system, and basic medical monitoring equipment.

Use integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Communicate effectively with others both orally, in writing, and electronically, using technical and non-technical language.

Understand and follow oral and/or written policies, processes, and instructions.

Exercise independent judgment.

### **Education and Experience Guidelines**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

#### **Education:**

##### **Minimum Associate's degree or equivalent**

##### **Preferred Experience:**

Five years or more experience in healthcare setting, home health, chronic care, or other related acute care healthcare delivery setting

Working with the elderly or a Public Health background.

Community/outpatient setting providing care management/coordination.

PALS/ACLS/Basic Life Support certifications

Spanish or other second language ability.

Working with underserved or vulnerable populations.

#### **License or Certificate**

Possession of a valid driver's license.

Possession of a Washington Registered Nurse or Paramedic certification, or the ability to obtain within 6 months of hire.

Possession of an appropriate, valid BLS CPR certification.

### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Office environment with field work to include working as part of a two-person team (or crew of more) in public or resident's private areas during non-emergency

operations, and near emergency operations, subject to multiple interruptions from inter-office activities, telephones, walk-in employees, and citizens, etc.

**Mobility:** Sitting for prolonged periods of time; extensive use of computer keyboard. While performing the duties of this job, the employee is frequently required to sit, talk, and listen. The employee is regularly required to stand, walk, use hands to manipulate, handle, or operate objects, controls, or tools as listed above, reach with hands and arms, climb, balance, stoop, kneel, or crouch. Must be able to assist patients and lift when necessary, utilizing lift assistance devices.

**Vision/Hearing:** Visual acuity to read numerical figures. Hearing ability to respond to calls.

**Other Factors:** While performing the duties of this position, incumbents may be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderate; required to periodically support department field operations or be required to work at other Fire Department locations; may be called back for support services; may be required to work extended hours including evenings and weekends; may be required to travel outside City boundaries to attend meetings; will support Public Relations /Public Education events at offsite locations; may be required to attend program related conferences/training.