

**CITY OF TUMWATER
SERVICE PROVIDER AGREEMENT
COMMUNITY BASED CRISIS TEAM**

THIS AGREEMENT is made and entered into in duplicate this _____ day of September, 2025, by and between the CITY OF TUMWATER, a Washington municipal corporation, hereinafter referred to as the “CITY”, and OLYMPIC HEALTH AND RECOVERY SERVICES, a Washington Limited Liability Company hereinafter referred to as the “SERVICE PROVIDER”.

WITNESSETH:

WHEREAS, Engrossed Second Substitute House Bill 1134 (E2SHB 1134 2023) established community-based crisis teams (CBCT) as part of a fire service agency in response to the need for more accessible and effective behavioral health emergency services within our state; and

WHEREAS, the CITY desires to serve the community by providing high quality crisis intervention and support services; and

WHEREAS, Community Based Crisis Teams have not only enhanced the capacity of local emergency services but have also provided vital support to individuals experiencing behavioral health crises; and

WHEREAS, since 2021, Olympic Health Recovery Services has been providing co-responder services, partnering with multiple jurisdictions across Thurston and Mason counties to deliver innovative services that leverage both partnerships and funding streams; and

WHEREAS, sufficient CITY resources are not available to provide such services; and

WHEREAS, the SERVICE PROVIDER represents that the SERVICE PROVIDER is qualified and possesses sufficient skills and the necessary capabilities, including technical expertise, where required, to perform the services and/or tasks set forth in this Agreement.

NOW, THEREFORE, in consideration of the terms, conditions, covenants, and performance contained herein, the parties hereto agree as follows:

1. SCOPE OF SERVICES.

The SERVICE PROVIDER shall perform such services and accomplish such tasks, including the furnishing of all materials and equipment necessary for full performance thereof, as are identified and designated as SERVICE PROVIDER responsibilities throughout this Agreement and as detailed in Exhibit “A” Scope of Services attached hereto and incorporated herein (the “Project”).

2. TERM.

The Project shall begin no earlier than October 1, 2025, and shall be completed no later than September 30, 2027. This Agreement may be extended for additional periods of time upon mutual written agreement of the parties

3. TERMINATION.

Prior to the expiration of the Term, this Agreement may be terminated immediately, with or without cause, by the CITY.

4. COMPENSATION AND METHOD OF PAYMENT.

A Funding for the Project services is provided under an agreement between the Washington State Health Care Authority and SERVICE PROVIDER. No direct payment by the CITY is required under this agreement for services provided

B. SERVICE PROVIDER shall reimburse the CITY for items and equipment that both parties agree are necessary for the program. The CITY shall invoice the SERVICE PROVIDER for these items and payment shall be made by SERVICE PROVIDER to CITY within thirty (30) days of receipt of invoice.

5. INDEPENDENT CONTRACTOR RELATIONSHIP.

A. The parties intend that an independent contractor relationship will be created by this Agreement. Subject to paragraphs herein, the implementation of services pursuant to this Agreement will lie solely within the discretion of the SERVICE PROVIDER. No agent, employee, servant or representative of the SERVICE PROVIDER shall be deemed to be an employee, agent, servant or representative of the CITY for any purpose, and the employees of the SERVICE PROVIDER are not entitled to any of the benefits the CITY provides for its employees. The SERVICE PROVIDER will be solely and entirely responsible

for its acts and for the acts of its agents, employees, servants, subcontractors or representatives during the performance of this Agreement.

B. In the performance of the services herein contemplated the SERVICE PROVIDER is an independent contractor with the authority to control and direct the performance of the details of the work; however, the results of the work contemplated herein must meet the approval of the CITY and shall be subject to the CITY'S general rights of inspection and review to secure the satisfactory completion thereof.

C. As an independent contractor, the SERVICE PROVIDER shall be responsible for the reporting and payment of all applicable local, state, and federal taxes.

D. It is recognized that the SERVICE PROVIDER may or will be performing services during the Term for other parties; provided, however, that such performance of other services shall not conflict with or interfere with the SERVICE PROVIDER'S ability to perform the services. The SERVICE PROVIDER agrees to resolve any such conflicts of interest in favor of the CITY.

6. SERVICE PROVIDER EMPLOYEES/AGENTS.

The CITY may at its sole discretion require the SERVICE PROVIDER to remove an employee, agent or servant from employment on this Project. The SERVICE PROVIDER may, however, employ that individual on other non-CITY related projects.

7. HOLD HARMLESS INDEMNIFICATION.

A. SERVICE PROVIDER Indemnification. The SERVICE PROVIDER agrees to indemnify, defend and hold the CITY, its elected officials, officers, employees, agents, and volunteers harmless from any and all claims, demands, losses, actions and liabilities (including costs and all attorney fees) to or by any and all persons or entities, including, without limitation, their respective agents, licensees, or representatives, arising from, resulting from, or connected with this Agreement to the extent caused by the negligent acts, errors or omissions of the SERVICE PROVIDER, its partners, shareholders, agents, employees, or by the SERVICE PROVIDER'S breach of this Agreement. The SERVICE PROVIDER expressly waives any immunity that may be granted to it under the Washington State Industrial Insurance Act, Title 51 RCW. The SERVICE PROVIDER'S indemnification shall not be limited in any way by any limitation on the amount of damages, compensation or benefits payable to or by any third party under workers' compensation acts, disability benefit acts or any other benefit acts or programs. This waiver has been mutually negotiated by the parties.

B. CITY Indemnification. The CITY agrees to indemnify, defend and hold the SERVICE PROVIDER, its officers, directors, shareholders, partners, employees, and agents harmless from any and all claims, demands, losses, actions and liabilities (including costs and attorney fees) to or by any and all persons or entities, including without limitation, their respective agents, licensees, or representatives, arising from, resulting from or connected with this Agreement to the extent caused by the negligent acts, errors, or omissions of the CITY, its employees or agents. No liability shall attach to the CITY by reason of entering into this Agreement except as expressly provided herein.

C. Survival. The provisions of this Section shall survive the expiration or termination of this Agreement with respect to any event occurring prior to such expiration or termination.

8. INSURANCE.

A. The SERVICE PROVIDER shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the SERVICE PROVIDER, their agents, representatives, employees or subcontractors.

B. The SERVICE PROVIDER shall provide a Certificate of Insurance evidencing:

1. Automobile Liability insurance with limits no less than \$1,000,000 combined single limit per accident for bodily injury and property damage.

2. Commercial General Liability insurance written on an occurrence basis with limits no less than \$2,000,000 combined single limit per occurrence and \$4,000,000 aggregate for personal injury, bodily injury and property damage. Coverage shall include but not be limited to: blanket contractual; products/completed operations; broad form property damage; explosion, collapse and underground (XCU) if applicable; and employer's liability.

3. Professional Liability insurance written on a claims made basis with limits of no less than \$2,000,000 per claim, and \$4,000,000 policy aggregate limit.

C. The CITY shall be named as an additional insured on the insurance policy, except professional liability, as respect to work performed by or on behalf of the SERVICE PROVIDER and a copy of the endorsement naming the

CITY as additional insured shall be attached to the Certificate of Insurance. The CITY reserves the right to request certified copies of any required policies.

D. The SERVICE PROVIDER'S insurance shall contain a clause stating that coverage shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

E. Any payment of deductible or self-insured retention shall be the sole responsibility of the SERVICE PROVIDER.

F. The SERVICE PROVIDER'S insurance shall be primary insurance as respect to the CITY and the CITY shall be given written notice of any cancellation, suspension or material change in coverage within two (2) business days of SERVICE PROVIDER'S receipt of such notice.

9. TREATMENT OF ASSETS.

Title to all property furnished by the CITY shall remain in the name of the CITY and the CITY shall become the owner of the work product and other documents, if any, prepared by the SERVICE PROVIDER pursuant to this Agreement.

10. COMPLIANCE WITH LAWS.

A. The SERVICE PROVIDER, in the performance of this Agreement, shall comply with all applicable federal, state or local laws and ordinances, including being licensed to do business in the City of Tumwater by obtaining a Tumwater business license and any additional regulations for licensing, certification and operation of facilities, programs and accreditation, and licensing of individuals, and any other standards or criteria as described in this Agreement to assure quality of services.

B. The SERVICE PROVIDER specifically agrees to pay any applicable CITY business and occupation (B&O) taxes which may be due on account of this Agreement.

11. NONDISCRIMINATION.

A. The CITY is an equal opportunity employer.

B. Nondiscrimination in Employment. In the performance of this Agreement, the SERVICE PROVIDER will not discriminate against any employee or applicant for employment on the grounds of race, creed, religion, color, national origin, citizenship or immigration status, families with children status, sex, marital

status, honorably discharged veteran or military status, the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability, sexual orientation, genetic information, age or other basis prohibited by state or federal law; provided that the prohibition against discrimination in employment because of disability shall not apply if the particular disability prevents the proper performance of the particular worker involved. Such action shall include, but not be limited to: employment, upgrading, demotion or transfers, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and programs for training including apprenticeships.

C. Nondiscrimination in Services. The SERVICE PROVIDER will not discriminate against any recipient of any services or benefits provided for in this Agreement on the grounds of race, creed, religion, color, national origin, citizenship or immigration status, families with children status, sex, marital status, honorably discharged veteran or military status, the presence of any sensory, mental or physical disability or the use of a trained dog guide or service animal by a person with a disability, sexual orientation, genetic information, age or other basis prohibited by state or federal law. "Race" is inclusive of traits historically associated or perceived to be associated with race including, but not limited to, hair texture and protective hairstyles. For purposes of this subsection, "protective hairstyles" includes, but is not limited to, such hairstyles as afros, braids, locks, and twists. It is not an unfair practice when a distinction or differential treatment on the basis of citizenship or immigration status is authorized by federal or state law, regulation, rule or government contract.

D. If any assignment and/or subcontract have been authorized by the CITY, said assignment or subcontract shall include appropriate safeguards against discrimination. The SERVICE PROVIDER shall take such action as may be required to ensure full compliance with the provisions in the immediately preceding paragraphs herein.

E. Nondiscrimination in Contractors / Subcontractors. The City of Tumwater, in accordance with RCW 49.60.530 requires all covered contractors or subcontractors to actively pursue a diverse and inclusive workforce. Contractors and subcontractors are prohibited from all forms of discrimination listed in RCW 49.60.530.

12. ASSIGNMENT/SUBCONTRACTING.

A. The SERVICE PROVIDER shall not assign its performance under this Agreement or any portion of this Agreement without the written consent of the CITY, and it is further agreed that said consent must be sought in writing by the SERVICE PROVIDER not less than thirty (30) days prior to the date of any

proposed assignment. The CITY reserves the right to reject without cause any such assignment.

B. Any work or services assigned hereunder shall be subject to each provision of this Agreement and proper bidding procedures where applicable as set forth in local, state and/or federal statutes, ordinances and guidelines.

C. Any technical service subcontract not listed in this Agreement, must have express advance approval by the CITY.

13. NON-APPROPRIATION OF FUNDS.

If sufficient funds are not appropriated or allocated for payment under this Agreement for any future fiscal period, the CITY will not be obligated to make payments for services or amounts incurred after the end of the current fiscal period, and this Agreement will terminate upon the completion of all remaining services for which funds are allocated. No penalty or expense shall accrue to the CITY in the event this provision applies.

14. CHANGES.

Either party may request changes to the Scope of Services and performance to be provided hereunder, however, no change or addition to this Agreement shall be valid or binding upon either party unless such change or addition be in writing and signed by both parties. Such amendments shall be attached to and made part of this Agreement.

15. MAINTENANCE AND INSPECTION OF RECORDS.

A. The SERVICE PROVIDER at such times and in such forms as the CITY may require, shall furnish to the CITY such statements, records, reports, data, and information as the CITY may request pertaining to matters covered by this Agreement.

B. The SERVICE PROVIDER shall maintain books, records and documents, which sufficiently and properly reflect all direct and indirect costs related to the performance of this Agreement and shall maintain such accounting procedures and practices as may be necessary to assure proper accounting of all funds paid pursuant to this Agreement. These records shall be subject at all reasonable times to inspection, review, or audit, by the CITY, its authorized representative, the State Auditor, or other governmental officials authorized by law to monitor this Agreement.

C. To ensure the CITY'S compliance with the Public Records Act,

RCW 42.56, the SERVICE PROVIDER shall retain all books, records, documents and other material relevant to this agreement, for six (6) years after its expiration. The SERVICE PROVIDER agrees that the CITY or its designee shall have full access and right to examine any of said materials at all reasonable times during said period.

16. POLITICAL ACTIVITY PROHIBITED.

None of the funds, materials, property or services provided directly or indirectly under the Agreement shall be used for any partisan political activity, or to further the election or defeat of any candidate for public office.

17. PROHIBITED INTEREST.

No member, officer, or employee of the CITY shall have any interest, direct or indirect, in this Agreement or the proceeds thereof.

18. NOTICE.

Notice provided for in this Agreement shall be sent by certified mail to the addresses designated for the parties on the signature page of this Agreement.

19. ATTORNEYS FEES AND COSTS.

If any legal proceeding is brought for the enforcement of this Agreement, or because of a dispute, breach, default, or misrepresentation in connection with any of the provisions of this Agreement, the prevailing party shall be entitled to recover from the other party, in addition to any other relief to which such party may be entitled, reasonable attorney's fees and other costs incurred in that action or proceeding.

20. JURISDICTION AND VENUE.

A. This Agreement has been and shall be construed as having been made and delivered within the State of Washington. It is agreed by each party hereto that this Agreement shall be governed by laws of the State of Washington, both as to interpretation and performance.

B. Any action of law, suit in equity, or judicial proceeding for the enforcement of this Agreement or any provisions thereof shall be instituted and maintained in the superior court of Thurston County, Washington.

21. SEVERABILITY.

A. If, for any reason, any part, term or provision of this Agreement is held by a court of the United States to be illegal, void or unenforceable, the validity of the remaining provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular provision held to be invalid.

B. If it should appear that any provision hereof is in conflict with any statutory provision of the State of Washington, said provision which may conflict therewith shall be deemed inoperative and null and void insofar as it may be in conflict therewith, and shall be deemed modified to conform to such statutory provisions.

22. ENTIRE AGREEMENT.

The parties agree that this Agreement is the complete expression of the terms hereto and any oral representations or understandings not incorporated herein are excluded. Further, any modification of this Agreement shall be in writing and signed by both parties. Failure to comply with any of the provisions stated herein shall constitute material breach of contract and cause for termination. Both parties recognize time is of the essence in the performance of the provisions of this Agreement. It is also agreed by the parties that the forgiveness of the nonperformance of any provision of this Agreement does not constitute a waiver of the provisions of this Agreement. This Agreement may be executed in any number of counterparts, which counterparts shall collectively constitute the entire Agreement.

Exhibit “A” Scope of Work

The following outlines the scope of work under this contract.

1. SERVICES TO BE PROVIDED

- A. Olympic Health and Recovery Services (OHRS) will recruit, hire, and maintain eight staff positions, four Crisis Clinicians and four Peer Specialist with to perform the duties and functions of the Community Based Crisis Team (CBCT):
 - a. **Job Title:** Crisis Clinician (BA)
 - b. **Job Title:** Peer Specialists- Crisis
 - c. **Job Descriptions:**
See Exhibit B for job duties/descriptions.
- B. OHRS will supply the Community Based Crisis Team (CBCT) with all necessary equipment and software to carry out the functions of their position. This includes, but is not limited to, a computer, a vehicle, and a phone.
- C. City will provide the CBCT with a workspace and access to internet at City offices.
- D. The CBCT must work 40 hours per week.
 - a. The CBCT schedule will be set by OHRS with input from CITY.
 - b. The CBCT should attend all OHRS staff meetings, in-services, or other critical organizational meetings.

2. Shared Responsibility

- 2.1 City and OHRS shall work collaboratively to ensure that the appropriate training is provided and completed to ensure the safety of both CITY employees and the licensed professional.
- 2.2 City and OHRS shall work collaboratively to ensure data is collected at agreed upon intervals and to provide accurate information for contractual obligations.
- 2.3 City and OHRS shall work collaboratively to schedule regular consultations to ensure the program is working effectively.
- 2.4 The CBCT positions are provided at no cost to the City. OHRS retains full authority to terminate any CBCT individual position at any time.

3. OHRS Responsibility

- 3.1 OHRS is responsible for adhering to all contract requirements set forth in the contracts executed with Thurston-Mason BH-ASO for crisis services.
- 3.2 Provide 8.0 FTE consisting of four Crisis Clinician and four Peer Specialist adhering to the signed job description and all onboarding requirements set by OHRS. The FTE schedule will be set by OHRS with input from the City.
- 3.3 OHRS will communicate any staffing changes with the City as immediately as possible to ensure service delivery is unaffected, if possible.
- 3.4 The dedicated CBCT will respond to behavioral health crisis requests in the community immediately during the mutually agreed upon hours of service.
- 3.5 Provide clinical supervision and administrative, human resources, and information technology support.

Exhibit B Job Duties and Descriptions

Crisis Clinician - Tumwater Fire CBCT

Olympic Health & Recovery Services (OHRS) is seeking four behavioral health clinicians to join our Community Based Crisis Team (CBCT). The CBCT is a partnership between OHRS and Tumwater Fire Department, serving the most vulnerable in our communities.

CBCT cultivate contacts and establish and maintain positive, effective, collaborative working relationships with Fire Department personnel and agencies, emergency medical response agencies, law enforcement, court systems, community leaders, public health departments, state, federal and local agencies, homeless shelters, community services and faith-based groups in an effort to care for and assist individuals with chronic behavioral health disorders in need of social services.

This position serves as the Mental Health Care Provider (MHCP), partnering with a Peer Specialist, providing community based interventions. The CBCT work in coordination with emergency responders to respond to calls with a with individuals experiencing a crisis. The CBCT performs crisis intervention to reduce hospitalizations, and effectively link individuals with on-going social support services.

MAJOR RESPONSIBILITIES:

- Responds to referrals and provides mobile crisis intervention and stabilization services in varied environments in the community.
- Conducts risk assessments, needs assessments, offering resources, coordinating connection to resources.
- Initiate, develop and modify safety plans to help the individual prevent future crises.
- De-escalation as needed for community outreaches
- Respond to requests for information about available services for individuals who are homeless, individuals with behavioral health disorders, and those with other human and social service needs. Make referrals to appropriate service providers and coordinate service delivery.
- Assist the target population served with obtaining basic resources such as shelter, food, medical services, behavioral health treatment, jobs and other social and human services as needed.
- Establish and maintain rapport with the population served.
- Provide outreach, engagement and liaison support to those people that are seen on a recurring basis which may require short term intensive case management. Facilitate services for high-need individuals across all involved systems of care.

- Develop a network of working relationships with local law enforcement, courts, jails, behavioral health treatment providers, emergency housing providers, Lacey Veterans Services Hub, and other fire departments and social service providers.
- Promote best practices in treatment approaches, support systems, and interventions. Meet with and interview contacts, families, and other care providers to assess needs and eligibility of services. Advocate needs of contacts within and outside system; liaise between contact, caregivers, and service providers. Provide client-level and system-wide troubleshooting and advocacy.
- Provide telephonic or in-person follow-up services.
- Provides transportation when appropriate for clients.
- Consult with other agency professionals on difficult cases.
- Responsible for maintaining timely and accurate documentation in Avatar EHR and other required systems.
- Communicates effectively with co-workers in dynamic environment.
- Supports Crisis and ITA Team on program deliverables including Provider compliance documentation and encounter tracking.
- Demonstrates professional customer service and phone etiquette.
- Demonstrates the OHRS mission, purpose, values and beliefs in everyday language and contact with the internal and external stakeholders.
- Duties and responsibilities may be added, deleted and/or changed at the discretion of management.

QUALIFICATIONS:

- Bachelors degree in behavioral health field; OR 2 years of college that includes behavioral health courses AND 2 years of direct services behavioral health experience supervised by an MHP; OR 2 years of direct service behavioral health experience supervised by an MHP may substate for every 1 year of education required.
- Two (2) years of face to face crisis outreach experience within a social service or a closely related environment preferred.
- Current Washington State Driver's License, proof of insurance, and satisfactory drivers record.
- Qualifies as a WA State Agency Affiliated Counselor
- Internal Applicants must be in good standing to eligible for an interview.
- Satisfactory criminal background clearances and excluded party sanctions

SKILLS AND ABILITIES:

- Ability to work in high stress, high demand environment while communicating clearly and effectively
- Ability to provide clear documentation of assessments and dispositions
- Ability to utilize principles of crisis intervention and de-escalation while maintaining phone etiquette.

- Ability to work collaboratively as part of a team and respectfully manage differences, opposing perspectives, opinions, and interests
- Ability to remain flexible and adaptable to change
- Strong critical thinking skills, ability to conceptualize and implement creative solutions
- Promote and champion the values of partnership, teamwork, compassion and integrity in all dealings within and outside of OHRS
- Knowledge of presentation of behavioral health related behaviors.
- Ability to utilize principles of motivational interviewing and additional evidence based practices.
- Ability to work as a team and with assigned partners.
- Actively develop familiarity with systems and community resources.
- Knowledge of conflict resolution principles, de-escalation, and problem-solving techniques.
- Maintain familiarity with and handle client information in accordance with Federal Regulations (42 CFR, Part 2 and 45 CFR), and other applicable laws pertaining to confidentiality of client and staff information.
- Maintains physical security of confidential materials and assigned Agency property.
- Demonstrates proficiency in utilization of electronic medical record system.
- Ability to utilize radio and communicate with dispatch, firefighters, and law enforcement officers.
- Ability to utilize CAD system.

WORKING CONDITIONS:

- Works in emergency responder setting with fire department personnel.
- Primarily works in the community including residential facilities, individual's homes, and in an office environment. May respond to community referrals at hospitals, jails, and inpatient facilities.
- Outreach is performed in outdoor settings and subject to weather conditions.
- Outreach to individuals who may be living in the community, sanctioned and non-sanctioned camps, and in shelters.
- This position will expose you to conversations about suicide, mental health issues, domestic violence, substance use and crisis situations.
- This position does not physically interact with clients in the event of assaultive behavior, but works to maintain safety in accordance with the principles of crisis de-escalation and safety training.
- Often performed under physically demanding, stressful, and environmentally diverse conditions, and requires the ability to adjust quickly to changing priorities and demands.
- Regular, on-site, predictable attendance required.
- Service responsibilities require on-call availability at certain times, including availability during normal business hours and after hours/weekends/holidays as needed.

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- Regular use of fleet vehicles and/or personal vehicles may be required for service provision in the region including transportation of clients in fleet vehicles.
- Moderate physical exertion is required. May be required to sit, stand, squat, walk short to moderate distances on uneven terrain, walk up and down stairs, get in and out of vehicles quickly, lift or move up to 25 lbs.

Crisis Peer Specialist - Tumwater Fire CBCT

Olympic Health & Recovery Services (OHRS) is seeking four peer counselors to join our Community Based Crisis Team (CBCT). The CBCT is a partnership between OHRS and Tumwater Fire Department serving the most vulnerable in our communities.

This position provides a Peer perspective to the CBCT, in partnership with a Mental Health Care Provider (MHCP), by focusing on peer counseling through lived experiences with mental health and substance use disorders, mentoring, advocacy, problem-solving and side-by side support to clients and families. The CBCT work in coordination with emergency responders to respond to calls with individuals experiencing a crisis. The CBCT performs crisis intervention to reduce hospitalizations, and effectively link individuals with on-going social support services.

MAJOR RESPONSIBILITIES:

- Responds to referrals and provides mobile crisis intervention and stabilization services in a variety of environments in the community.
- Maximizes client choice, self-determination, decision making in the planning, delivery, evaluation and treatment, rehabilitation, and support services.
- Provides peer counseling, consultation, practical health and support, mentoring, advocacy, coordination, problem-solving and side-by side support to clients, families, and team staff in support of client's needs.
- De-escalation as needed for community outreaches.
- Responds to requests for information about available services for individuals who are homeless, individuals with behavioral health disorders, and those with other human and social service needs. Make referrals to appropriate service providers and coordinate service delivery.
- Assist the target population served with obtaining basic resources such as shelter, food, medical services, behavioral health treatment, jobs and other social and human services as needed.
- Provide outreach, engagement and liaison support to those people that are seen on a recurring basis which may require short term intensive case management. Facilitate services for high-need individuals across all involved systems of care.
- Develop a network of working relationships with emergency responders, local law enforcement, courts, jails, behavioral health treatment providers, emergency housing providers, Lacey Veterans Services Hub, and other fire departments and social service providers.
- Promote best practices in treatment approaches, support systems, and interventions. Meet with and interview contacts, families, and other care providers to assess needs and eligibility of services. Advocate needs of

contacts within and outside system; liaise between contact, caregivers, and service providers. Provide client-level and system-wide troubleshooting and advocacy.

- Provide telephonic or in-person follow-up services.
- Provide transportation for clients when appropriate.
- Researches and coordinates availability of community resources to provide support and encouragement towards a path of recovery and reduced likelihood of readmission to inpatient treatment or return to crisis.
- Monitor contact behaviors and progress, provide assistance toward attaining pre-determined goals, and schedule appointments.
- Follow-up with identified individuals in an effort to bridge gaps between police and/or emergency medical contacts and social service providers.
- Develop and recommend procedures for identifying and screening people with social services needs.
- Consult with other agency professionals on difficult cases.
- Demonstrates the OHRS mission, purpose, values and beliefs in everyday language and contact with the internal and external stakeholders.
- Responsible for maintaining timely and accurate documentation in Avatar EHR and other required systems.
- Communicate effectively with co-workers in dynamic environment.
- Demonstrates professional customer service and phone etiquette.
- Duties and responsibilities may be added, deleted and/or changed at the discretion of management.

QUALIFICATIONS:

- Washington State certification as a Certified Peer Counselor or Peer Support Specialist is required.
- Washington State Registered Agency Affiliated Counselor or Peer Support Specialist license required.
- Two (2) years working as a peer is preferred.
- Must be able to pass background checks as required by OHRS contractual requirements.
- Experience in the behavioral health crisis system is preferred.
- Lived experience of mental health recovery or substance use recovery and the willingness to share their own experiences.
- Current Washington State Driver's License, proof of insurance or have requested and obtained an appropriate accommodation. Satisfactory drivers record is required.

SKILLS AND ABILITIES:

- Familiarity and knowledge of best practices for alcohol/drug abuse treatment and prevention programs, mental health and developmental disabilities programs as well as with local social service agencies.
- Ability to establish and maintain trusting and supportive relationships as well as provide inspiration and motivation to individuals transitioning towards recovery.
- Ability to establish and maintain professional boundaries.
- Strong written and verbal communication skills, as well the ability to work with people of diverse backgrounds and/or cultures.
- Ability to work in a cooperative and collaborative manner as a team member with community providers, the client, and the client's family and support network.
- Ability to work with assigned office and computer programs to include Microsoft Office and Electronic Health Records.
- Ability to work in high stress, high demand environment while communicating clearly and effectively
- Ability to provide clear documentation of assessments and dispositions, and meet documentation requirements in a timely way
- Ability to respectfully manage differences, opposing perspectives, opinions, and interests on a team.
- Ability to remain flexible and adaptable to change.
- Strong critical thinking skills, ability to conceptualize and implement creative solutions.
- Promote and champion the values of partnership, teamwork, compassion and integrity in all dealings within and outside of OHRS.
- Maintains physical security of confidential materials and assigned Agency property.
- Demonstrates proficiency in utilization of electronic medical record system.
- Ability to utilize radio and communicate with dispatch, firefighters, and law enforcement officers.
- Ability to utilize CAD system.

WORKING CONDITIONS:

- Works in emergency responder setting with fire department personnel.
- Primarily works in the community including residential facilities, individual's homes, and in an office environment. May respond to community referrals at hospitals, jails, and inpatient facilities.
- Outreach is performed in outdoor settings and subject to weather conditions.
- Outreach to individuals who may be living in the community, sanctioned and non-sanctioned camps, and in shelters.
- This position will expose you to conversations about suicide, mental health issues, domestic violence, substance use and crisis situations.

- Often performed under physically demanding, stressful, and environmentally diverse conditions, and requires the ability to adjust quickly to changing priorities and demands.
- This position does not physically interact with clients in the event of assaultive behavior, but works to maintain safety in accordance with the principles of crisis de-escalation and safety training.
- Regular, on site, predictable attendance is required.
- Service responsibilities require on-call availability at certain times, including availability during normal business hours and after hours/weekends/holidays as needed.
- Regular use of fleet vehicles and/or personal vehicles may be required for service provision in the region including transportation of clients in fleet vehicles.
- Moderate physical exertion is required. May be required to sit, stand, squat, walk short to moderate distances on uneven terrain, walk up and down stairs, get in and out of vehicles quickly, lift or move up to 25 lbs.
- Regular, daily use of computer is required.