



EASTSIDE FIRE & RESCUE EMPLOYMENT OPPORTUNITY

Position: CORE Care Coordinator (full-time)

2023 Salary: \$82,450.61 - \$93,133.04

Closes: December 2, 2022, at Noon

Position Description/Requirements: See job description attached.

Benefits: Eastside Fire & Rescue provides employees with excellent benefits including, but not limited to: membership into the Public Employees Retirement System (PERS), medical, vision, and dental insurance for employees and dependents, employer funded VEBA account (health reimbursement account), employer contribution to 457 deferred compensation (457b) retirement plan (no employee match required), vacation leave, education incentive, tuition assistance, short term disability, and twelve paid holidays plus two additional floating holidays per year.

Employees are on probation the first 12 months of employment.

Union Membership: This is a union represented position. Applicant hired may choose to become a member of Local 2878 of the International Association of Firefighters.

Application Location: Application packets may be obtained online at www.eastsidefire-rescue.org. Completed packets may be submitted to humanresources@esf-r.org, or mailed to:

Eastside Fire & Rescue
Attn: Human Resources
175 Newport Way NW
Issaquah, WA 98027

Application Requirements: Candidates are required to submit the following to be considered:

- Employment application
- Structured resume with cover letter

Assessments: Qualified applicants will be invited to participate in an oral board interview. The top candidate successfully completing the process will undergo a thorough background screening and may be given a Conditional Offer of Employment which includes a psychological evaluation and drug screening.

Eastside Fire & Rescue Information: Eastside Fire & Rescue proudly serves the communities of Issaquah, North Bend, Sammamish, Woodinville, and Fire Districts 10 and CORE Care Coordinator Position Announcement

38, which includes Carnation and areas of unincorporated King County. Eastside Fire & Rescue employs over 200 full time career personnel and approximately 50 volunteers. Please visit www.eastsidefire-rescue.org for more information.

Become part of something great! Eastside Fire & Rescue is an equal opportunity employer.

TENTATIVE SCHEDULE OF EVENTS:

Applications Available:	November 9, 2022
Applications Close:	December 2, 2022, at noon
Oral Interview Panel:	Date TBD, Week of December 5 – 8, 2022
Background Screening:	Mid-December
Psychological Eval & Drug Screen	Mid-December
Offer of Employment:	Mid-December
Date of Hire:	January 1, 2023

Eastside Fire & Rescue

Job Description

Position Title: **Care Coordinator**

FLSA Status: **Non-Exempt**

Reports To: **Deputy Director, Community Programs**

Revised: **March 2022**

General Summary:

The Care Coordinator works at the direction of the CORE Program Administrator and is responsible for responding to and providing care coordination services for individuals with mental health, medical, behavioral health, substance use, housing, and other social service needs. The position includes considerable public contact and will often include directly contacting and/or accompanying emergency responders, law enforcement, and other health and social service providers to assist in accessing mental health, substance use, behavioral health, housing, medical and other social services.

This position works as a team member, with minimal supervision, prioritizes work schedule, meets critical deadlines, and is expected to complete daily work with minimal instructions and/or guidelines. The position reports to and is evaluated by the CORE Program Administrator and is responsible for the completion of all assigned tasks in a confidential and effective manner.

Essential Job Functions – General:

1. Works collaboratively with team members to foster and maintain a culture within the CORE team, which reflects the values of the Agency.
2. Consistently provides excellent customer service that is timely, accurate and courteous.
3. Participates in orientation/training workshops.
4. Connect and build relationships with a broad range of community members, including underserved populations.
5. Cultivate contacts and establish positive, effective and collaborative working relationships with Police, Fire and EMS personnel, court systems, substance use treatment providers, community leaders, DSHS, homeless shelters, area community service and faith-based groups, hospital and health providers in an effort to care for and assist frequent 911 callers and other residents in need of social services.
6. Provide information, consultation and referrals for individuals in need of behavioral health, medical and other social services. Provide follow-up to ensure that individuals are connected with services.
7. Respond to community requests for information about available services for people who homeless, have mental health and/or substance abuse issues, and those with other human and social service needs.
8. Provide outreach, engagement and support to those people that are seen on a reoccurring basis. Provide short-term intensive case management for those individuals in need of such assistance. Facilitate access to services for high-need individuals across all involved systems of care.
9. Meet with and interview individuals, families and other care providers to assess needs and eligibility of services. Advocate for the needs of individuals within and outside the system; liaise between individuals, caregivers and service providers. Provide client-level and system-wide troubleshooting and advocacy.

10. Develop and maintain positive, collaborative working relationships with clients and other community organizations.
11. Promote best practices in treatment approaches, support systems and interventions.
12. Administer data systems to track contacts with clients, client system utilization and case management activities.
13. Prepare reports for improvement of existing and development of new programs.
14. Assists with recommendations, plans, policies, procedures, and projects that will assist in efficiently addressing the human and social service needs of the population served within the east King County community.
15. Attend community meetings and trainings to network and gain skills as needed.
16. Performs complex assignments in specialized functions. Develops and organizes workflow, within the assigned project, and provides written documentation on procedures and processes as needed.
17. Perform other duties as assigned by supervisor.

Knowledge, Skills, and Abilities:

1. Mature, reliable person who can work independently and as a member of a multi-disciplinary team.
2. Requires knowledge of the field of assignment and physical ability sufficient to perform thoroughly and accurately the full scope of responsibility.
3. Requires knowledge and ability to work on special projects and tasks which call upon specialized abilities and knowledge possessed by the employee.
4. Requires ability to always exercise good judgment and while under stress.
5. Requires ability to communicate effectively, both verbally and in writing; ability to follow verbal and written instructions.
6. Requires proficiency in Microsoft Office programs, including the ability to assist others on same.
7. Requires ability to work under pressure and to meet deadlines.
8. Requires ability to serve the public in a manner conducive to positive customer relations, in situations which may be stressful.
9. Requires ability to establish and maintain effective working relationships with supervisor, other employees both within and external to the Agency, and the public in general.
10. Requires ability to work with frequent interruptions.
11. Experience in tracking client progress outcomes and use of data systems for case management and outcome tracking.
12. Ability to work effectively with people of diverse backgrounds, life experiences, and abilities. To implement a lens and approach that is culturally responsive and informed.
13. Ability to exercise a high degree of initiative and independent judgement, problem solving and decision making within the scope of assigned authority.
14. Ability to effectively identify and resolve conflict.
15. Knowledge of HIPPA and RCW's and other laws related to the maintenance, retention, and confidentiality of patient records. Ability to learn and comply with RCWs, WACs, and federal/state grant guidelines.

Education and Experience:

- Minimum of three (3) years social service 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).
- OR an equivalent combination of education and experience that demonstrates the ability to perform the position duties.
- Good verbal and written communication skills, bilingual a plus (especially Spanish, Russian, and Mandarin).
- Experience working with public safety entities preferred.
- Required to obtain and maintain a valid Washington State driver's license and a good driving record as identified in Agency policy.

Desired Qualifications:

- Experience providing outreach, crisis intervention and case management to individuals with chronic illness, 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 with diverse workgroups and diverse work cultures with ability to collaborate with first responders, community-based services, law enforcement, and governmental agencies.
- Experience in social services, health and/or government agencies and programs serving older adults, disabled persons or other vulnerable populations.
- Experience navigating healthcare systems (clinics, urgent care, emergency care, hospitals, insurance).
- De-escalation or trauma informed care training or experience.

Physical Requirements:

- Shall be able to read a computer screen, and various reports, letters, documents, and training materials.
- Must be able to drive personal and Agency vehicles.
- Shall be able to frequently communicate, express one's self, convey, converse, and exchange information with others.
- Shall be able to remain in a stationary position for long periods.
- Frequent movement is necessary in an office setting, in meetings, at conferences, etc.
- Frequently ascends/descends stairs; occasionally positions self to reach high/low workspaces; occasionally kneels; seldom stoops, crouches, or crawls.
- Shall be able to move, transport, and/or position, material up to 25 pounds.
- Constantly operates a computer and other office productivity machinery (e.g., calculator, copy machine, computer printer, etc.).
- Constantly works in an indoor office setting; seldom works in outdoor weather conditions.
- Shall successfully pass the Agency's pre-hire background, psychological evaluation, and medical physical to include a drug screen.

Working Conditions:

Normally works a 40-hour week. The normal work week is defined in a separate Collective Bargaining Agreement. The work schedule may be adjusted to meet the needs of the Agency. Work may require evening, weekend, and holiday duty. Work in an office setting and will include outreach to individuals in person, in homes or who may be living on the streets, in shelters or located in suburban campsites. The work may be performed under physically demanding, stressful, and environmentally diverse conditions, and requires the ability to adjust quickly to changing priorities and demands. Work may require visits to jails and out-of-town locations, emergency rooms and other medical facilities. Position requires frequent travel in an agency vehicle. Standard office equipment is utilized.

Emergency/Alternate Work Schedule: To ensure the Agency workforce is protected and to ensure the continuity of operations, the employee may be required to work an alternate work schedule in the case of an emergency (e.g., epidemic, severe weather conditions, or other emergency situations).

General Sign-Off: The employee is required to adhere to all Agency policies, regulations, procedures, and respective Collective Bargaining Agreement. The statements herein are intended to describe the general nature and levels of work performed by employees, but are not a complete list of responsibilities, duties, and skills required of personnel so classified.

I have read, understand, and agree to adhere to this explanation, conditions, and job description.

Signature: _____ Date: _____ Emp # _____



2023 Benefits at a Glance – Support Staff

YOUR HEALTH & WELL BEING

Medical/Vision/Rx – Premera Blue Cross PPO (LEOFF Trust)

100% Agency-paid premiums for employees & dependents. \$1,500 deductible (\$3,000/family) in-network. \$35 office visit co-pay. Vision exams covered at 100% in-network, hardware covered up to \$300/year. \$15/\$35 Rx. Broad, nationwide provider network. No-cost virtual appointments.

Dental Insurance – Delta Dental (WCIF Trust) 100% Agency-paid premiums for employees & dependents. Large provider network. 100% covered for preventive, 80% for basic, 50% for major. 50% up to \$2,000 lifetime orthodontia benefit for adults & children.

Employee Assistance Plan (EAP) – First Choice Health

100% Agency-paid. Confidential counseling (phone and/or in person - up to 6 visits at no-cost), legal & financial assistance, plus help finding elder care or dependent day care for children.

VEBA HRA / FSA / Dependent Care Accounts

\$2,000/\$4,000 annually Agency-funded VEBA. Ability to save \$3,050/yr. for health care expenses & \$5,000/yr. for day care pre-tax.

Voluntary AFLAC Insurance Coverage

Accident, Cancer, Critical Care & Recovery, Hospital Intensive Care, Short-Term Disability insurance.

Peer Support Group

Help with difficult issues specific to our line of work.

YOUR CONVENIENCE & HAPPINESS

- Direct-deposit of paychecks
- Free parking
- Use of Agency gyms with paid PT time
- Tuition reimbursement & extra pay for degrees
- Excellent Labor-Management relationships
- Philanthropic activities/charitable giving

YOUR WORK/LIFE BALANCE

- Paid vacations & 11 holidays + 2 personal holidays
- Time off for bereavement & jury/witness duty
- Desirable work schedules (M-Th 07:00-17:00)

YOUR FINANCIAL SECURITY

WA Department of Retirement Systems PERS Pension

457 Deferred Compensation Savings Programs – WA State DRS & Randall & Hurley

Per pay period contribution by Agency to a 457(b) retirement savings plan – no match required.

Cigna Short-Term Disability (STD) Insurance (Agency-paid) and Long-Term Disability (LTD) Insurance (Optional - Employee-paid)

Basic Life & Accidental Death & Dismemberment (AD&D) Insurance

\$15,000 Life/\$15,000 AD&D available through CIGNA; \$12,000 Life/\$12,000 AD&D agency-paid through Standard Ins. Co.

Supplemental Group Life Insurance available through Cigna.

Life Insurance Premium Reimbursement

\$500 annual reimbursement for employee-purchased life insurance.

Benefits are subject to change. This is an abbreviated listing only; for details, please refer to benefit plan booklets.

EMPLOYMENT APPLICATION

Please return to:
Eastside Fire & Rescue
 Human Resources Division
 175 Newport Way NW
 Issaquah, WA 98027
 PHONE: 425-313-3272
 FAX: 425-313-3253



Date Stamp Received

Eastside Fire & Rescue is an equal opportunity employer. Qualified applicants receive consideration for employment without discrimination because of race, color, religion, creed, sex, sexual orientation, national origin, ancestry, age, disability, marital status, honorably discharged veteran or military status, genetic information, or any other legally protected classification.

If you need any form of accommodation to participate in the application or testing process, please provide reasonable notice to Human Resources at 425-313-3272.

POSITION: CORE Care Coordinator	TODAY'S DATE: _____
FULL NAME REQUIRED LAST NAME: _____ FIRST: _____ MIDDLE: _____ PREFERRED NAME: _____	How did you hear about the position? EF&R Public Site _____ PST _____ EF&R Employee _____ Other _____
MAILING ADDRESS: _____ STREET ADDRESS: _____ CITY/STATE/ZIP: _____ HOME TELEPHONE: _____ EMAIL ADDRESS: _____ CELL PHONE: _____ VALID WA STATE DRIVER'S LICENSE? <input type="checkbox"/> Yes <input type="checkbox"/> No If other State, which? _____ (A valid driver's license is required) Driver's License Number: _____ SPECIAL ENDORSEMENTS/LICENSES: _____	
Applicants must be at least 21 years of age at time of hire. Are you at least 21 years of age? <input type="checkbox"/> Yes <input type="checkbox"/> No	

TRAINING AND EDUCATION

Circle highest grade completed in school: 9 10 11 12 College: 1 2 3 4 Graduate School: 1 2 3 4		
COLLEGES / OTHER TRAINING	Location	Subject/Major Degree/Certificate

WORK HISTORY: This section must be complete for your application to be considered. Begin with your present or most recent employment, and include periods of self-employment and U.S. military service. Attach extra pages if necessary, in order to list your work experience for the last 10 years.

EMPLOYER'S NAME:		POSITION:	
CITY AND STATE:			
FROM (MO/YR):	TO (MO/YR):	HOURS WORKED PER WEEK:	
SUPERVISOR:		SUPERVISOR'S PHONE NUMBER:	
May we contact this supervisor for a reference?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		Number of employees supervised by you:	
PRIMARY DUTIES:			
REASON FOR LEAVING:			

EMPLOYER'S NAME:		POSITION:	
CITY AND STATE:			
FROM (MO/YR):	TO (MO/YR):	HOURS WORKED PER WEEK:	
SUPERVISOR:		SUPERVISOR'S PHONE NUMBER:	
May we contact this supervisor for a reference?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		If "No", please explain:	
PRIMARY DUTIES:			
REASON FOR LEAVING:			

EMPLOYER'S NAME:		POSITION:	
CITY AND STATE:			
FROM (MO/YR):	TO (MO/YR):	HOURS WORKED PER WEEK:	
SUPERVISOR:		SUPERVISOR'S PHONE NUMBER:	
May we contact this supervisor for a reference?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		If "No", please explain:	
PRIMARY DUTIES:			
REASON FOR LEAVING:			

REFERENCES (Please list people and/or supervisors who can evaluate your work performance.)

NAME

WORK RELATIONSHIP TO YOU

PHONE

Lateral Position:

This section left blank intentionally.

Veterans' Scoring Criteria:

Per RCW 41.04.010, veterans' scoring criteria may be claimed upon release from active military service or upon receipt of separation orders indicating an honorable discharge, issued by the respective military department.

AGREEMENT, CERTIFICATION, AND AUTHORIZATION

I hereby certify, under penalty of perjury in the State of Washington, that this application contains no willful misrepresentation and the information given is true and complete to the best of my knowledge and belief. I understand that knowingly providing false information on this application will be grounds for elimination from further consideration, or, if employed, for dismissal at any time. _____(Initial Here)

I authorize Eastside Fire & Rescue to solicit information regarding my character, general reputation, credit, previous employment and similar background information, and to contact any and all references I have given on my application under the provisions found in RCW 4.24.730. I hereby release all parties and persons connected with any such request for information from all claims, liabilities, and damages for any reason arising out of the furnishing of such information. If employed, I release Eastside Fire & Rescue from any and all liability arising out of disclosure or failure to disclose information regarding me and my work history in response to a reference check. _____(Initial Here)

In connection with my application for employment, Eastside Fire & Rescue may obtain a consumer report from a consumer reporting agency and may use that consumer report for employment purposes. Under federal law, a "consumer report" includes "any written, oral, or other communication of any information by a consumer reporting agency bearing on a consumer' credit worthiness, credit standing, credit capacity, character, general reputation, personal characteristics, or mode of living which is used or expected to be used or collected in whole or in part for the purpose of serving as a fact or in establishing the consumer's eligibility for...employment purposes..." 15 U.S.C. §1681 a(d). The term "employment purposes," when used in connection with a consumer report, means "a report used for the purpose of evaluating a consumer for employment, promotion, reassignment or retention as an employee." 15 U.S.C. §1681 a (f). Before any adverse action is taken, based in whole or in part on the information contained in the consumer report, I will be provided a copy of the report, the name, address and telephone number of the reporting agency, and a summary of my rights under the Fair Credit Reporting Act. By initialing here, I hereby authorize Eastside Fire & Rescue to procure a consumer report to be used for employment purposes. _____(Initial Here)

In connection with my application for employment, Eastside Fire & Rescue may obtain a credit report (job-related positions only) and may use that credit report for employment purposes. Before any adverse action is taken, based in whole or in part on the information contained in the credit report, I will be provided a copy of the report, the name, address and telephone number of the reporting agency, and an opportunity to respond. By initialing here, I hereby authorize Eastside Fire & Rescue to procure a credit report to be used for employment purposes _____(Initial Here)

In the event of employment, I will be required to abide by all Eastside Fire & Rescue policies, rules & regulations. I understand this application is not intended to be a contract for employment and that Eastside Fire & Rescue reserves the right to make changes in conditions and benefits of employment. I further agree if Eastside Fire & Rescue advances any paid leave before it has been accrued or advances any money during the course of my employment, Eastside Fire & Rescue is authorized to deduct from my wages sufficient funds to repay such advances. _____(Initial Here)

I agree if I lose, damage, or fail to return any Eastside Fire & Rescue property at the time of my separation of employment, Eastside Fire & Rescue is authorized to deduct from my final paycheck the cost of such property. _____(Initial Here)

I certify I am not engaged in any outside activity or business that could be considered in conflict with Eastside Fire & Rescue's interest, nor will I become engaged in such activity or business if employed. _____(Initial Here)

Interviews are given on a competitive basis, using job-related factors, after a written application has been received and reviewed. Because of the large number of applications received, not everyone who applies for a vacant position will be interviewed and/or tested. Additionally, I give permission for Eastside Fire & Rescue to contact references, and request information related to educational background, employment history, and special licenses or training. _____(Initial Here)

I understand that, if selected, I will be required to provide proof of my identity and my legal right to work in the United States prior to actual employment with Eastside Fire & Rescue. _____(Initial Here)

I consent to drug testing as may be requested by Eastside Fire & Rescue's representatives. _____(Initial Here)

I acknowledge Eastside Fire & Rescue is an equal opportunity employer. _____(Initial Here)

SIGNATURE OF APPLICANT (REQUIRED)

DATE