

JOB AND CLASS DESCRIPTION

VALLEY REGIONAL FIRE AUTHORITY



JOB TITLE		AFFECTED DEPARTMENT(S)	
Clinical Care Navigator		Community Risk Reduction	
LAST REVISED	PAGE	PAY GRADE	AFFILIATION
1/30/25	1 of 5	Grant Funded	Non-Affiliated

JOB SUMMARY

As part of a five-year Center for Disease Control (CDC) Overdose to Action- Local (OD2A Local) grant, via Public Health Seattle & King County, the Valley Regional Fire Authority in partnership with Health Point- Auburn has a unique opportunity for a qualified Clinical Care Navigator to perform patient linkage, retention, and re-engagement in medication of opioid use disorder (MOUD) care and harm reduction services.

BACKGROUND

Temporary grant-funded position. Term-Limited Temporary positions are "at-will" positions. This TLT is currently anticipated to last until September 2028. Ongoing funding sources for this work remain dependent upon decisions actively being made at both the federal and local levels. As a result, the end date of this position may be adjusted based on those decisions. The County and the CDC continue to work to secure long-term funding sources.

ESSENTIAL FUNCTIONS:

- Work as part of a team to identify patients at risk for opioid overdose.
- Provide outreach and harm reduction services to patients with opioid use disorder.
- Provide biopsychosocial evaluations.
- Actively utilize person-centered techniques and approaches such as critical thinking, motivational interviewing, SMART goal setting, health coaching, patient empowerment, relationship-building, and proactive independent collaboration.
- Provide education on overdose prevention and evidence-based treatment options.
- Provide linkage to MOUD treatment providers; deliver a warm handoff to MOUD providers and remain connected to ensure service commencement.
- Work to reduce barriers to patients' consistent engagement in MOUD treatment.

- Provide support to facilitate ongoing patient engagement with their MOUD service providers.
- Work to reestablish contact and reconnect patients to services when engagement declines or ceases through in-person outreach.
- Engage with patients and systems in a patient-centered, strengths-based manner that empowers patients to be leaders in their own recovery journey and advocate for equitable access to services in partnership with the patient.
- Work closely with community partners to ensure a cohesive, integrated, and streamlined approach to care linkage.
- Provide complex case management to patients with medical and social comorbidities to address barriers and promote connection to MOUD care.
- Maintain accurate records of interactions and interventions and provide regular updates to partnering agencies.
- Maintain and protect data, records, and other documentation per VRFA, professional, and legal standards.
- Participate in care navigation hub meetings.
- Navigate healthcare and behavioral health systems.
- Connect clients to community resources.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to maintain effective working relationships and provide exceptional customer service to internal and external customers including vendors, the public, and clients.
- Knowledge or ability to gain knowledge with a variety of records management, case management, and healthcare software, including ESO, Julota, and Epic.
- Knowledge of fire department organizational structure, function, and reporting relationships.
- Continually exercise professional judgment and assume responsibility for decisions, consequences, and results.
- Ability to coordinate the interests of diverse groups and individuals with the community.
- Ability to maintain confidentiality of sensitive information and records in an environment with changing priorities.
- Ability to exercise sound and ethical judgment in the decision-making process.
- Ability to maintain professional composure, tact, patience, and courtesy at all times.
- Self-starter, able to work independently and as part of a team.

- Ability to multi-task. complete tasks on time to meet deadlines and produce quality and detail-oriented work.
- Works effectively under pressure and with frequent interruptions.
- The position requires a high level of organization, strong attention to detail, and excellent computer skills.
- Regular, reliable, and punctual attendance.
- Due to internal and external customer service needs, must be able to work a full-time schedule.
- Performs related work as assigned.

WORKING CONDITIONS

Work is performed in an office environment and in the field, including but not limited to, person's homes, and other residential, institutional, healthcare, or commercial settings. Work may also involve outreach to individuals who may be unsheltered, living on the streets, in shelters, or located in suburban campsites.

CARE Navigator duties include traveling or responding to locations throughout the designated service areas. Field work may occur in poor weather conditions, in hazardous traffic areas, and under unfavorable or unsanitary conditions, which may include biohazards. Work may occur in hostile or psychologically stressful situations. The position requires mental acuity to ensure thorough mental analysis of situations in a fast-paced environment.

The employee is required to maintain confidentiality of Protected Health Information and other sensitive materials. The employee may be required to deal with irate, disgruntled individuals requiring the use of conflict management skills. The employee is frequently required to perform work with numerous interruptions, in confidence and under pressure for deadlines, while maintaining professional composure, tact, patience, and courtesy.

Required to sit, talk, and hear; frequently required to use hands-to-finger, feel or handle writing utensils, computers, and office supplies which require repetitive arm, wrist, and hand movement. Frequently required to stand and reach with arms and hands, climb, balance, stoop, kneel, crouch, bend, or crawl. Specific vision abilities include close, distant, color, and peripheral vision, depth perception, and adjusting focus. Physical demands include the ability to lift moderate to heavy loads and participate in 911 calls as needed.

REPORTING RELATIONSHIPS

Under the oversight of the Lead Social Worker, accomplishes functions of the position within the framework of established VRFA policies and procedures. Matters/questions of policy and/or policy interpretation are generally referred to the supervisor.

REQUIRED EDUCATION AND EXPERIENCE

A minimum of two (2) years as a Licensed Substance Use Disorder Professional (SUDP) working in harm reduction, overdose prevention, training and education, clinical settings, and outreach programs.

OR

A minimum of three (3) years experience post-masters degree in social work, counseling, or mental health field working directly with individuals who actively use drugs or are in recovery, and providing education in harm reduction and overdose prevention.

OR

A combination of education, experience, and training that would indicate successful performance of the essential functions listed above.

PREFERRED QUALIFICATIONS:

- Experience performing social service assessments, crisis intervention, and care planning.
- Ability to effectively engage with clients in all stages of substance use recovery.
- Exceptional case management, clinical judgement, and decision-making skills.
- Certification and/or equivalent personal or professional experience that enhances the ability to perform the job.

LICENSES AND OTHER REQUIREMENTS:

- Possess and retain a valid state driver's license without impending loss at the time of appointment.
- Substance Use Disorder Professional License is preferred.

ADDITIONAL

Successfully pass the required background check.

ACKNOWLEDGMENTS

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.