

# JOB AND CLASS DESCRIPTION

VALLEY REGIONAL FIRE AUTHORITY



JOB TITLE		AFFECTED DEPARTMENT(S)	
Social Worker		Community Risk Reduction	
LAST REVISED	PAGE	PAY GRADE	AFFILIATION
01/20/2026	1 of 4	N-03	Non-Affiliated

## NATURE OF WORK

Under the direction of the Battalion Chief of Health, Safety, and EMS and Lead Social Worker, the Social Worker works as part of an interdisciplinary Community Assistance, Referral, and Education Services (CARES) team to provide services to vulnerable community members with complex medical, behavioral, and/or psychosocial needs. This is accomplished via a referral process that allows VRFA response personnel to connect low-acuity and/or high-utilizers of the 911 system with the CARES team. The Social Worker and internal CARES partners assist vulnerable community members in navigating to, and connecting with, a variety of healthcare, human, and social service providers. This is generally done through in-person and/or phone follow-ups and assessments, as well as collaborations with other internal and external partners. The Social Worker may occasionally participate in active 911 calls and may provide support to the VRFA's Peer Support Team.

This is a non-represented, non-exempt, full-time position with responsibility for Community Risk Reduction (CRR) activities within the communities served by the Valley Regional Fire Authority and other contracted service areas. The Social Worker contributes to the success of the organization by providing support and assistance to meet the organization's goals and objectives.

## ESSENTIAL FUNCTIONS

- Serves as one of the VRFA's subject matter experts on social and human services.
- Works collaboratively with other CARES, CRR, and VRFA personnel, as well as other governmental, private, and non-profit organizations and agencies.
- Develop and maintain productive and professional relationships with internal and external stakeholders, including VRFA response personnel and other public safety providers.
- Monitor and find solutions to connect low-acuity and/or high-utilizers of the 911 system with appropriate care and support.

- Provide care coordination, care management, client advocacy, resource identification, and system navigation for community members in need.
- Provide leadership and foster morale within the regional CARES/Mobile Integrated Health (MIH) community.
- Cultivate effective relationships and liaison with adult family homes, assisted living communities, group homes, and skilled nursing facilities.
- Foster strong working relationships with healthcare providers, as well as local and state human and social service agencies.
- Participate in the development, enhancement, and delivery of effective and culturally competent non-emergency services for vulnerable, underrepresented, and marginalized populations.
- Provide feedback and training to VRFA response and administrative personnel related to CARES initiatives and activities.
- Make in-home visits to meet, interview, and assess community members referred by VRFA personnel.
- Attend local, regional, and national conferences and meetings as requested for the enhancement of the CARES program.
- Maintain and protect data, records, and other documentation per VRFA, professional, and legal standards.
- Participate in collection, analysis, and communication of data related to CARES.

### **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.
- Proficiency with modern office systems and technology, including laptops, tablets, and mobile phones, and related software, e.g., Microsoft Office.
- 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.
- On a regular and continual basis, exercise professional judgement 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 judgement in 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.
- Articulately communicates verbally and in writing.
- Ability to prioritize tasks and complete work and projects in a thorough and timely manner.
- Strong interpersonal skills and experience working with and serving the public.
- Position requires a high level of organization, strong attention to detail and excellent computer skills.
- Understands and follows directions from supervisor, posted work rules, policies, and procedures.
- Regular, reliable, and punctual attendance.
- Occasionally may be required to work overtime-eligible evening and weekend hours.
- Due to internal and external customer service needs, incumbent must be able to work a full time schedule.
- Shows initiative in performing job functions.
- 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.

CARES 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. 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 to adjust 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 Support Services section and the general supervision of the Battalion Chief of Health, Safety, and EMS, 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**

Masters degree in social work, mental health, or community health related field AND a minimum of three (3) years of experience performing social service assessments, crisis intervention, and care planning to patients in home settings.

### **REQUIRED LICENSES**

Possess and retain a valid Washington State driver's license without impending loss at time of appointment.

### **ADDITIONAL**

Successfully pass the required background check

### **ACKNOWLEDGEMENTS**

*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.*