

JOB TITLE: Paramedic Welcoming Specialist
DEPARTMENT: Crisis Assessment Team
CLASSIFICATION: Non-Exempt

REVISED: 1/20

POSITION DESCRIPTION

SUMMARY:

The Paramedic Welcoming Specialist is an at-will position that reports to the Crisis Assessment Team leadership for programmatic leadership and the Nurse Manager and Chief Medical Officer for clinical oversight. This position will perform their duties primarily in the lobby of the Resource & Crisis Center (RCC) that serves all members in the community through the welcoming process, which includes emergency medical services. As a member of a multidisciplinary team, the Paramedic will provide and maintain a supportive, hopeful, empathetic, and engaging environment for individuals seeking help. The Paramedic Welcoming Specialist often works with a second Welcoming Specialist who is not a paramedic and as a team they welcome people arriving through the lobby and emergency entrance.

In the event a person in the lobby needs medical attention, the Paramedic Welcoming Specialist will intervene and initiate the internal medical response team procedure and the management of emergency procedure which details the documentation and procedural requirements.

This position is responsible to respond to signs and symptoms of people with acute medical conditions who enter the RCC through the lobby and intervene quickly. The Paramedic Welcoming Specialist may take vital signs, provide first aid when needed, brief assessment of medical stability and inform the Nurse Manager or nurse on duty of an incident in the lobby.

ESSENTIAL JOB FUNCTIONS:

- Monitor and provide emergency medical services to people in the lobby or the emergency entrance and initiate the internal medical response team procedure
- Assist with registration of people arriving at the RCC via the lobby or as the backup for the Welcoming Specialist at the Emergency Entrance
- Answer the phone
- Greet and welcome all guests who enter the Resource & Crisis Center lobby
- Cultivate a welcoming atmosphere that emphasizes trauma informed delivery of service
- Initiate prompt, courteous delivery of service by engaging guests to complete the Crisis Contact Form
- Complete the Welcome Form in the consumer's Electronic Health Record (EHR) based on information from the Crisis Contact Form
- Copy insurance and ID cards, print Consent for Treatment from the EHR, and obtain signature from consumer/parent/guardian or defer to the Triage Clinician if explanation is necessary
- Verify insurance eligibility directly with carrier, ODIN, CHAMPS, or Web Dennis
- Collection of co-pays and deductibles as outlined in benefits & eligibility description
- Prepare welcoming/registration packets to include clear and legible registration forms
- Coordinate appointments from the lobby to teams within the RCC
- Enter the Welcome Form in the EHR within 15 minutes of completion by person requesting service
- Complete an Incident Report in ODIN if involved in or a witness to an unusual incident in the lobby or emergency entrance
- Assist the OACIS Team during an emergency or when the lobby is slow, however returns to the lobby quickly when alerted by the Welcoming Specialist
- Complete all necessary medical documentation
- Obtain vital signs and ensure safe monitoring practice within normal limits
- Provide intervention for individuals in acute detox situations
- Assess need for emergent medical care of seriously unstable individuals, consulting with the Physician, Registered Nurse, and/or Program Director, as needed
- Monitor medically unstable persons awaiting the arrival of emergency services and transportation
- When in OACIS, administer medications per physician order
- Provide medical education and consents as well as following medical policies/procedures when working in OACIS

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ESSENTIAL JOB FUNCTIONS: (cont.)

- Report all unusual events or medication errors committed and/or observed to the Nurse Manager
- Participate in shift change communication with lobby staff, report ensuring that appropriate information is communicated to the next shift
- Communicate with referral sources and facilitate a safe/warm transfer
- Complete detailed, accurate, and timely documentation
- Comply with attendance and punctuality policies, as well as all other Common Ground policies and procedures

RELATED JOB FUNCTIONS:

- Contribute to a welcoming atmosphere
- Coordinate transfer of care, if warranted
- Participate in training and orientation of new employees
- Perform other job-related duties, as assigned

SUPERVISION: None

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

- Vital sign assessments including, but not limited to, blood pressure, heart rate, pulse oximeter, glucometer, and any other assessment tools used by Common Ground
- The standards and scope of paramedic practices
- Basic over-the-counter medications and side-effects
- The 5 Rights of medication administration
- The most common chronic health conditions, and co-occurring conditions in this population
- Current behavioral management de-escalation techniques
- Basic insurance processes and procedures

SKILL TO:

- Type, enter data, file efficiently and operate office equipment
- Exercise problem-solving and critical thinking skills
- Demonstrate proficiency in relevant software and applications (i.e. Microsoft Word, Excel, PowerPoint and Outlook)

ABILITY TO:

- Relate to a diverse population which includes a variety of age, economic and educational backgrounds
- Understand and follow verbal and written instructions
- Communicate effectively, both verbally and in writing
- Provide direct care and treatment for individuals in acute detox
- Provide general medical care to individuals with chronic health conditions, specifically substance withdrawal, and assessing the need for emergent care
- Apply trauma-informed, recovery-oriented principles, and values in the treatment of all individuals served
- Follow all safety guidelines for both staff and individuals served
- Work independently, and apply critical thinking/decision making skills
- Establish and maintain effective working relationships within a multi-disciplinary team
- Manage volatile situations in a safe, calm, caring manner
- Maintain professional communication with all internal and external contacts



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REQUIRED EDUCATION AND EXPERIENCE:

- High School Diploma or GED
- Currently licensed as an Emergency Medical Technician
- Must complete full Paramedic licensure within 6 months of employment
- 2+ years' experience as an EMT preferred
- Active BLS certification; ACLS preferred

ESSENTIAL REQUIREMENTS:

Physical Requirements:

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

Environmental Working Requirements:

Work is done in a clinical/residential environment. Assignments may require work to be done on an individual basis or in teams with members at various staffing levels. The work environment is that of a crisis center and may subject staff to behavioral and medical events that could be physically hazardous.

Other Requirements:

The ability to work various shifts and irregular hours.

The agency may in its sole discretion fill this position on a full-time, part-time or contingent basis with the individual best fit to perform the essential functions of the job. The above statements describe the general nature and level of work performed by employees assigned to the title. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Employees in this title are subject to a background check and a pre-employment physical.

Employee Signature

Date

Human Resources Witness

Date