



**COMMUNITY HEALTH NURSE (RN)
JOB DESCRIPTION**

Updated: 01-06-21

PURPOSE:

The Community Health Nurse is part of mobile response and outreach team that coordinates and delivers health services in the community setting.

The Community Health Nurse's primary focus is to respond to urgent care requests, triage / assess, and connect patients to acute care services. The RN also works to identify, engage, and connect high-need individuals to the right medical, behavioral, and social services in the community.

The RN works in collaboration with a dynamic multidisciplinary team that includes Firefighter / Emergency Medical Technicians and Social Workers.

REPORTS TO:

Under the general supervision of the on-duty District Chief, day to day operational tasks and work will be performed with independence in accordance with department policies and the general administrative direction of the Community Risk Reduction Deputy Chief.

ESSENTIAL DUTIES, RESPONSIBILITIES, and SCOPE OF WORK:

May include, but not limited to the following:

- Respond to 911 callers with low-acuity medical, behavioral, and social needs.
- Triage and assess 911 caller needs.
- Coordinate and deliver appropriate acute care services.
- Identify high-risk clients with complex needs.
- Make whole person assessments.
- Connect high-risk clients to whole-person care services.
- Moving, lifting, or transferring of patients.
- Provide and promote excellence in customer service for community members and partnering providers.
- Pilot test new workflows and digital tools to improve tracking and communication between health and social service agencies.

PERIPHERAL DUTIES:

Specific position assignments will vary depending on the needs of the department.

KNOWLEDGE, SKILLS AND ABILITIES:

- Emergency medical incident reporting system.
- HIPAA rules and regulations as related to the continuation of care.
- Department rules, regulations, policies, and procedures.
- Personal computer systems as applicable, including MS Office Suite.
- Social services available within the community, greater King County, and the State of Washington as well as any federally related programs.

ABILITY TO:

- Care for patients within certified scope of practice.
- Demonstrate critical thinking and clinical reasoning skills and knowledge of medical terminology.
- Develop and demonstrate familiarity with local community resources.
- Work collaboratively in a team and manage multiple priorities, utilize effective time management skills, and exercise sound administrative and clinical judgment.
- Demonstrate a working knowledge of the EMS delivery system within the department and King County.
- Work autonomously, independently organize, prioritize, and manage time.
- Demonstrate strong interpersonal skills.
- Assist in building healthy interagency relationships.
- Travel to multiple office locations; valid driver's license required.
- Develop curriculum and deliver training and educational materials.

SKILLED IN:

- Ability to communicate with others both orally, in writing, and electronically, using technical and non-technical language.
- Ability to understand and follow oral and/or written policies, processes, and instructions.
- Ability to exercise independent judgment and initiative in managing multiple projects and assignments.
- Establishing and maintaining effective working relationships with both external and internal customers.
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.
- Proper use of telephone etiquette and techniques to properly assist a diverse assortment of inquiries and persons.
- Operation of modern office practices, procedures, and equipment including personal computers and related software such as word processing and spreadsheet programs.

EDUCATION AND EXPERIENCE REQUIRED:

- Unencumbered RN license in the State of Washington.
- Certified in first aid and CPR (Health Care Provider).
- Minimum of 5 years' experience as an RN required.

DESIRABLE EDUCATION AND EXPERIENCE:

- BSN/BA in nursing (BSN Preferred).
- Experience working with elderly or a Public Health background highly recommended.
- Experience in a community/outpatient setting providing care management/coordination.
- PALS/ACLS/Basic Life Support highly recommended.
- Spanish or other second language ability.
- Preferred 5 plus years of experience in clinical healthcare setting, home health, chronic care, or other related acute care healthcare delivery setting.
- Experience working with underserved or vulnerable populations.

LICENSES AND OTHER REQUIREMENTS:

- Washington State Driver's license
- Must be at least 18 years of age at time of employment.
- Must be a United States citizen.

MACHINES, TOOLS AND EQUIPMENT USED:

Must have the ability to effectively use and operate computers and computer software. This is to include typical business office equipment but is not limited to; computers, multi-line telephone, copy/fax/scanner machine, digital projector, 800Mz radios, Mobile Data Computers (MDC's), iPads, iPhones, IOS mobile operating system, and basic medical monitoring equipment.

PHYSICAL DEMANDS:

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

While performing the duties of this job, the employee is frequently required to sit, talk, and listen. The employee is regularly required to stand, walk, use hands to manipulate, handle, or operate objects, controls, or tools as listed above, reach with hands and arms, climb, balance, stoop, kneel, or crouch. Must be able to assist patients and lift when necessary utilizing lift assistance devices.

WORKING CONDITIONS:

Work is performed in an office environment and may include working as part of a two-person team (or crew of more) in public or resident's private areas during non-emergency operations, and near emergency operations, subject to multiple interruptions from inter-office activities, telephones, walk-in employees, and citizens, etc. Employee is required to periodically support department field operations or be required to work at other Fire Department locations. Employee may also be called back for support services.

While performing the duties of this position, the employee may be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderate.

Employee will support Public Relations and/or Public Education events at offsite locations.

Employee may be required to attend program related conferences/training.

Ability to teach and educate others in a formal training setting, and with groups in ADHOC committee training sessions in a classroom setting.