



The City of Mount Vernon is now accepting applications for the position of Outreach Coordinator with the Mount Vernon Police Department. This position is a two-year pilot position that is fully paid and benefited for two years. Included in this packet are the following items:

Outreach Coordinator Examination Announcement – Please review to learn more about the position, recruitment process, and the Mount Vernon Police Department

Outreach Coordinator Job Description – Please review to learn more about the position and to determine if you are qualified to apply for this position

Recruitment Testing – Please review prior to submitting application to familiarize yourself with all steps in this process

Information Session (Optional) – An optional attendance information session regarding the Outreach Coordinator duties and responsibilities will be offered on **Wednesday, July 20, 2016 at 6:00pm** at the Mount Vernon Police/Court Campus at 1805 Continental Place, Mount Vernon, WA 98273. Directions attached.

After reviewing this packet, please follow the instructions below to apply for the position of Outreach Coordinator with the Mount Vernon Police Department:

1. Submit an application, resume and cover letter electronically at www.mountvernonwa.gov . Select Employment and select the position and follow instructions
2. Submit a 'qualification certification' electronically at www.mountvernonwa.gov. Select Human Resources/Public Safety Positions/Forms
3. If applicable, please complete the Veteran's Scoring Criteria Status Examination Form also found on website; select Human Resources/Public Safety Positions/Forms

The Civil Service recruitment process for this position will include the following:

Applications – Opens July 11th and closes July 22nd, 2016 (or upon receipt of 50 applications)

Take Home Assignment – Qualified applicants will receive by e-mail the take home assignment on July 26, 2016 by 12:00 p.m.: take home assignment must be returned by email at www.mvhr@mountvernonwa.gov or in person at 910 Cleveland Avenue (Finance Department) by August 5th at 5:00 pm.

Oral Board – Top applicants will be invited to an oral board. Dates will be announced.

Additional Testing – Top applicants will undergo additional testing including background investigation, polygraph and psychological examination, medical and drug screen.



Police Department

OUTREACH COORDINATOR EXAMINATION

Annual Salary Range: \$54,636-\$66,996

OPENING

The Mount Vernon Civil Service Commission is accepting the first 50 applications for an Outreach Coordinator position. This position has been budgeted for a 2 year pilot program. Application and Qualification Certification Forms must be submitted on-line at www.mountvernonwa.gov. If applicant is unable to complete forms on line, please contact Human Resources at 360-336-0636.

Applicant must:

- Be a United States citizen
- Be a minimum of 18 years of age
- Possess a Master's Degree in social work **and** two (2) years' experience in the direct treatment of acutely and severely mentally ill, homeless and/or chemically dependent individuals. (Prefer those who possess relevant clinical license(s) per Department of Health).
- Possess experience specific to the area of homeless individuals. (Preferably with those living with behavioral health disorders.)
- Possess or ability to obtain within 30 days of hire, a valid Washington State Driver's License.

Applications must be completed electronically at www.mountvernonwa.gov no later than 5:00 PM on Friday, July 22nd, 2016. If you have questions, please contact the Human Resources Director at (360) 336-0636, or Lieutenant Chris Cammock at (360) 336-6271.

NATURE OF WORK

A non-uniformed employee, performing outreach services to individuals suffering from mental illness, drug/alcohol dependency, indigent and/or without permanent housing within the community. The Outreach Coordinator collaborates with other social and public agencies to provide services referral, coordination, consultation, and other related work as required or assigned. The work is performed in accordance with contemporary, accepted public health and social service practices as well as Police Department policies and procedures.

REQUIREMENTS

The person hired must successfully complete the Outreach Coordinator Orientation Training Program as well as a one-year probationary period.

A Master's Degree in social work; and two (2) years' experience in the direct treatment of acutely and severely mentally ill, homeless and/or chemically dependent individuals. Experience specific to the area of homeless individuals, preferably those living with behavioral health disorders. Relevant clinical license, per Department of Health, preferred.

TESTING

Following satisfactory completion of written, and oral examinations, applicants must agree to submit to the following:

1. Fingerprint and criminal history search
2. Personal background investigation
3. Polygraph examination
4. Drug and hearing test upon receipt of job offer
5. Medical and psychological exam upon receipt of job offer

Mount Vernon Police Department

The Mount Vernon Police Department is Skagit County's largest municipal police agency serving over 33,000 residents. We strive to be a professional, ethical, and progressive organization dedicated to providing the highest level of service possible.

Our core values include preserving the principles of democracy, protecting life and property, and ensuring our community is a part of not apart from the service we deliver. Our actions are guided by our organization's Vision, Mission and broad goals.

The Department is diverse and provides many opportunities to serve:

- 45 Police Officers (Patrol, Resource Specialty, Schools, Traffic, Detective, K-9)
- 2 Community Service Officers, 1 Animal Control Officer
- 10 Secretary/Records Specialists/Property Custodian/Administrative Assistant

The Outreach Coordinator position is not represented by a guild or union, with an annual salary ranging from \$54,636 to \$66,996. Employment benefits include two weeks' vacation, 11 holidays, overtime pay, accrued sick leave, as well as medical, dental, vision, and prescription drug coverage.

The Community

Mount Vernon is Skagit Valley's largest city and is experiencing continued growth. It hosts an array of educational opportunities to include a public school system, Christian and Catholic grade schools, Skagit Valley College and Northwest Career & Technical Academy. Recreational activities include playgrounds, picnic areas, softball and soccer fields, golf, boating, fishing, tennis, and more. Located midway between Seattle and Vancouver B.C., Mount Vernon is the site of the Skagit County Fair, Highland Games, and central to the Annual Tulip Festival. Mount Vernon Police Department serves over 33,000 residents with a daytime population of 50,000 to 60,000.



Website:

www.mountvernonwa.gov

Email:

mvpolice@mountvernonwa.gov

The City of Mount Vernon is an Equal Opportunity Employer. Women, minorities and English/Spanish bilingual persons are encouraged to apply.

OUTREACH COORDINATOR – JOB DESCRIPTION

Under the general supervision of Mount Vernon Police Department's Patrol Lieutenant, respond to people with mental and/or substance use disorders, behavioral, housing, financial and other social service needs. The duties include considerable public contact and are intended to bridge the gap between law enforcement and/or emergency medical response and the social needs of people within this population. An individual in this classification will directly contact and/or accompany law enforcement on patrol to assist individuals belonging to the target population in accessing mental and/or substance use disorder treatment, and/or homeless or other social services. This is a two year pilot program. Work is reviewed through conferences, analyses of reports and observations.

ILLUSTRATIVE EXAMPLES OF WORK/ESSENTIAL FUNCTIONS

Cultivate contacts and establish and maintain positive, effective, collaborative working relationships with Mount Vernon Police Department personnel, Mount Vernon Fire Department personnel, other law enforcement agencies, other emergency medical response agencies, court systems, community leaders, Skagit County Public Health, federal, state, regional and local agencies, homeless shelters, area community service and faith-based groups, staff of state and local hospitals and health providers in an effort to care for and assist individuals with chronic behavioral health disorders and in need of social services.

1. Develop a network of working relationships with voluntary outreach teams, Designated Mental Health Professionals, Skagit County Jail, Skagit County Crisis Center, behavioral health treatment providers, emergency housing providers, veteran's services, and other social service providers.
2. Serve as a liaison with other City departments, divisions, outside agencies and the community. Participate in system planning, including representation on various committees.
3. Establish and maintain rapport with the population served.
4. Provide information, consultation, and referral.
5. Respond to requests for information about available services for individuals who are homeless, individuals with behavioral health disorders, and those with other human and social service needs. Make referrals to appropriate service providers and coordinate service delivery.
6. Assist the target population served with obtaining basic resources such as shelter, food, medical services, behavioral health treatment, and other social and human services as needed.
7. Develop and maintain a housing resource list.
8. Assist with relocations.

9. Provide outreach, engagement and liaison support to those people that are seen on a recurring basis which may require short term intensive case management. Facilitate services for high-need individuals across all involved systems of care.
10. Monitor contact behaviors and progress, provide assistance toward attaining pre-determined goals, schedule appointments, visit and observe residences.
11. Promote best practices in treatment approaches, support systems, and interventions. Meet with and interview contacts, families, and other care providers to assess needs and eligibility of services. Advocate needs of contacts within and outside system; liaise between contact, caregivers, and service providers. Provide client-level and system-wide troubleshooting and advocacy.
12. Follow-up with identified individuals in an effort to bridge gaps between police and/or emergency medical contacts and social services.
13. Consult with other agency professionals on difficult cases.
14. Develop and recommend procedures for identifying and screening people with social service needs.
15. Establish and administer tracking systems for the target population and service providers.
16. Study and analyze program participation. Prepare recommendations and reports for improvement of existing and development of new programs. Review statistical data and identify future trends. Collect and prepare data for daily status reports and weekly/monthly outcome summaries.
17. Prepare memos, correspondence, records and reports related to social services activities.
18. Develop, recommend, plan, initiate and organize programs, policies, procedure and projects that will assist in efficiently addressing the human and social service needs of the target population served within the Mount Vernon community.
19. Provide training to officers on social service resources.
20. Manage limited resources to maximize efficiencies and effectiveness of services provided.
21. Facilitate transport and/or transport person(s) in need of assistance to appropriate facilities.
22. May attend and testify at court hearings and other legal proceedings.
23. Perform related work and special projects as assigned.

KNOWLEDGE

1. The philosophy and objectives of social services and community service programs.
2. Symptoms, common behavioral and social characteristics and other manifestations of the disabilities affecting the population served.

3. Presentation of mental illness related behaviors and appropriate clinical interventions.
4. Safety practices, policies and applicable federal, state and local laws, ordinances, codes, regulations, policies, and procedures.
5. Motivational interviewing.
6. Addiction process and substance use disorder treatment approaches and expected outcomes
7. Interviewing and counseling practices and techniques relevant to the population served.
8. Medicaid, Medicare and Social Security Disability Income (SSDI) guidelines.
9. Local, state and regional resources and programs for the homeless, mentally ill, substance abusing population and those with other social service needs.
10. Ability to quickly develop knowledge of community systems and resources including residential housing for the population served.
11. Assessment and social casework techniques.
12. Human development and behavior.
13. Conflict resolution principles, de-escalation, and problem solving techniques.
14. Judicial procedures, sentencing implications, and the corrections environment.
15. Related state and federal mandates including those related to privacy and confidentiality.
16. Modern office practices and computer applications, including spreadsheets, databases, and statistics.

SKILLS & ABILITIES

Skill Level

1. Excellent verbal and written communications skills, including the ability to communicate effectively with diverse populations.
2. Effective public speaker in the areas of presentations, facilitation, and conflict resolution.
3. Excellent interpersonal skills for establishing and maintaining effective working relationships with employees, other departments and city staff, city officials, and the public.
4. Proficient research, statistical, and analytical skills.
5. Proficient in MS Word, Excel, and other MS Office applications.

Ability to:

1. Effectively prepare and present departmental reports and make public presentations in a persuasive manner to various audiences.
2. Analyze programs, policies, procedures, and operational needs and make appropriate recommendations.
3. Effectively interview clients and natural supports and/or families.
4. Establish and maintain rapport with the population served.
5. Establish and maintain effective working relationships with federal, state, regional and local agencies, Skagit County Human Services, Police Department employees, Fire Department employees, staff of state and local hospitals, community organizations and leaders, providers, and the general public.
6. Conduct in-service training sessions.
7. Work effectively in team environments.
8. Interact with others utilizing tact, patience, and courtesy.
9. Communicate effectively with people regardless of age, sex, social, economic or cultural background.
10. Work within a law enforcement response environment, which includes exposure to high stress, rapidly evolving incidents, public safety responder culture and norms.
11. Recognize personal signs of secondary trauma and prioritize self-care.
12. Observe, evaluate, and interpret behavior.
13. Prepare and maintain narrative and statistical records and prepare related reports.
14. Express ideas and recommendations clearly and effectively both orally and in writing.
15. Gather, review, and evaluate complex data and make appropriate recommendations.
16. View and address the total spectrum of service needs.
17. Exercise a high degree of initiative and independent judgment, problem solving, and decision making within the scope of assigned authority.
18. Work under pressure and meet deadlines.
19. Effectively identify and resolve conflict.
20. Be discreet and maintain confidentiality of information.
21. Follow oral and written instructions.

22. Use computers and various software programs and other computer applications, including word processing, data management, spreadsheets, and other programs.
23. Read, interpret, and apply work-related laws, rules, and other regulations.
24. Maintain detailed records and prepare clear concise written reports.
25. Maintain a work environment free of discrimination, harassment, and retaliation.
26. Support diversity and multi-cultural understanding in the workplace and the community.
27. Work safely and in compliance with federal and state laws, departmental and City policies and standards.
28. Work variable shifts including nights, weekends, and holidays.
29. Participate in and seek clinical supervision with focus on self-reflection and deepening skills with identified population.

EDUCATION & EXPERIENCE

1. A Master's Degree in social work; **and** two (2) years' experience in the direct treatment of acutely and severely mentally ill, homeless and/or chemically dependent individuals. Experience specific to the area of homeless individuals, preferably those living with behavioral health disorders. Relevant clinical license, per Department of Health, preferred.
2. Possession of or ability to obtain within 30 days of hire, a valid Washington State Driver's License.
3. Must be able to successfully pass the following:
 - a. Written Exam
 - b. Oral Board
 - c. Background Investigation
 - d. Polygraph Examination
 - e. Psychological Examination
 - f. Medical examination

PHYSICAL DEMANDS/WORKING CONDITIONS

1. Outreach to individuals who may be living on the streets and in shelters or located in problem neighborhoods.
2. Often performed under physically demanding, stressful, and environmentally diverse conditions, and requires the ability to adjust quickly to changing priorities and demands.
3. May be exposed to hostile and/or aggressive client behaviors presenting a personal risk of bodily harm.

4. May require visits to jails and out-of-town locations, emergency rooms, and other medical facilities.
5. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a personal computer, calculator, copier, and fax machine.
6. Must be physically capable of lifting, walking, moving, carrying, climbing, bending, kneeling, walking, crawling, reaching, and handling, sitting, standing, pushing, and pulling.
7. Use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone, radios, and personal contact as normally defined by the ability to see, read, talk, hear, handle, or feel objects and controls.
8. Travel by various modes of private and commercial transportation within the region may be required.
9. Attendance and participation at evening meetings may be required.
10. Able and willing to work all shifts, including nights, weekends and holidays.

INFORMATION SESSION

An optional attendance information session regarding the Outreach Coordinator duties and responsibilities will be offered on **Wednesday, July 20, 2016 at 6:00pm** at the Mount Vernon Police/Court Campus at 1805 Continental Place, Mount Vernon, WA 98273.



DIRECTIONS TO THE MOUNT VERNON POLICE & COURT CAMPUS

MOUNT VERNON POLICE DEPARTMENT
1805 CONTINENTAL PLACE
MOUNT VERNON, WA 98273
(360) 336-6240

- ❑ **From I-5 northbound**, take **College Way Exit 227**.
- ❑ Turn right (eastbound) onto **College Way** at the light at bottom of off-ramp.
- ❑ Continue on College Way for approximately **.6 miles** to Continental Place.
- ❑ **Turn left** (northbound) onto **Continental Place**.
- ❑ Police/Courts Campus is located one block on the left.

- ❑ **From I-5 southbound**, take **College Way Exit 227**.
- ❑ Turn left (eastbound) onto **College Way** at the light at bottom of off-ramp.
- ❑ Continue on College Way for approximately **.6 miles** to Continental Place.
- ❑ **Turn left** (northbound) onto **Continental Place**.
- ❑ Police/Courts Campus is located one block on the left.