



# NORTHWEST FIRE DISTRICT

## COMMUNITY ASSISTANCE PROGRAM RESPONDER

<b>Reports to:</b>	<b>Division Chief</b>	<b>FLSA:</b>	<b>Non-Exempt</b>
<b>Division:</b>	<b>Operations</b>	<b>Status:</b>	<b>Full-Time</b>
<b>Location:</b>	<b>Battalion Chief Headquarters 31</b>	<b>2020 Pay Plan:</b>	<b>Gr. 20-87</b>
<b>Reviewed:</b>	<b>J. Zent, Division Chief</b>	<b>Revised:</b>	<b>08/2022</b>
<b>Supervises:</b>	<b>Volunteers</b>		

The statements below are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change and does not represent in any way a contract of employment.

### POSITION SUMMARY

The Community Assistance Program (CAP) Responder supports the Northwest Fire District in its mission to save lives, protect property, and care for our community by responding to emergency scenes, as requested by first responders, providing guidance, referrals, and support to community members during a traumatic event. The Responder maintains a flexible schedule, which will include on call time and may include evenings, weekends, and holidays. The Responder will assist with recruiting, training, coordinating, and overseeing CAP volunteers. The employee is expected to comply with the rules, policies, and procedures as set forth by the District, and to perform other duties as assigned.

### ESSENTIAL FUNCTIONS

- Assist individuals and family members with their immediate needs and identify appropriate resources.
- Assist in the evaluation of the operation of the Community Assistance Program (CAP).
- Maintain CAP vehicle according to Northwest Fire District Policy and Procedures.
- Respond as requested to calls from Police and Fire.
- Co-facilitate and plan monthly volunteer meetings.
- Co-facilitate CAP training of new volunteers and interns.
- Complete college program required evaluations on unpaid student interns.
- Conduct event planning for volunteer recognition.
- Maintain volunteer database, tracking attendance, volunteer hours and eligibility.
- Monitor and guide volunteers and unpaid student interns.
- Recruit and maintain pre-determined level of volunteers for CAP
- Order and maintain volunteer uniforms and supplies.
- Track calls in daily, weekly, and/or monthly reports.
- Implement time management of assigned work schedule, providing for adequate response coverage.
- Periodically review, update, and order brochures and other resources.

## **Knowledge:**

### Basic

- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

### Specific

- Crisis intervention strategies and HIPAA policy.
- Group dynamics and human behavior, ethnicity, and cultures.
- Local behavioral health, social services, and other community referrals and resources.
- Northwest Fire District Policies and Procedures.
- Operations and functions of the specific department.
- Pertinent Federal, State, and local laws, codes and regulations.
- Traffic laws, ordinances, and rules involved in motor vehicle operation.
- Training programs in the area of Crisis Response.

## **Skills:**

### Basic

- Active Listening — Give full attention to what other people are saying, take time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Complex Problem Solving — Identify complex problems and review related information to develop and evaluate options and implement solutions.
- Coordination — Adjust actions in relation to others' actions.
- Critical Thinking — Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Instructing — Support others by providing feedback and information as they learn new skills
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring — Monitor/Assess performance of self, other individuals, and/or organizations to make improvements or take corrective action.
- Negotiation — Bringing others together to reconcile differences.
- Persuasion — Provide information that encourages others to consider alternate perspectives
- Social Perceptiveness — Acknowledge and demonstrate understanding of the influence of backgrounds and cultures on responses in stressful settings.
- Speaking — Communicate with others to convey information effectively.
- Systems Analysis — Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Systems Evaluation — Identify measures or indicators of system performance and the actions needed to improve or correct, relative to the goals of the system.
- Time Management — Effective scheduling of one's own time and the time of others.

- Writing — Communicate effectively in writing as appropriate for the needs of the audience.

#### Specific

- Act effectively in emergency and crisis situations. Assess situations and provide effective intervention resources.
- Effective interviewing and public speaking techniques.

### **Abilities:**

#### Basic

- Deductive Reasoning — The ability to apply general rules to specific problems based in connections made by the individual
- Fluency of Ideas — The ability to generate ideas about a topic.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- Problem Sensitivity — The ability to identify concerns or potential concerns in a situation. It does not involve solving the problem, only recognizing there is a problem.
- Selective Attention — The ability to concentrate on a task over a period of time without being distracted.
- Speech Clarity — The ability to speak clearly so others can understand you.
- Speech Recognition — The ability to identify and understand the speech of another person.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.

#### Specific

- Communicate effectively, both orally and in writing, in the English language with customers, clients, employees, and the public in face-to-face, one-on-one, and group settings, or when using a telephone.
- Complete assigned projects in a timely manner.
- Establish and maintain effective working relationships by working cooperatively with other District employees, supervisory staff, public officials and related agencies, volunteers, interns, and the general public.
- Follow through with directives.
- Maintain a positive and professional work environment.
- Maintain confidentiality
- Maintain secured records of program responses and training.
- Mitigate stressors of community members.
- Operate a District response vehicle, mobile computer, District issued radio and cell phone.
- Operate a personal computer with Microsoft Office software.
- Update supervisor on program issues and activities.

- Work effectively in an environment subject to changing priorities and frequent interruptions.

### **MINIMUM EDUCATION, EXPERIENCE AND TRAINING**

- A Bachelor's Degree from an accredited college or university recognized by the U.S Department of Education in a related field.
- **OR**
- A High School diploma or GED with associated experience, education, and training in a program related field.
- A minimum of two (2) years of community-based work experience with resource navigation with an emphasis in crisis intervention being preferred.
- Advance computer skills in Microsoft product software.

### **Upon hire or within 6 months of hire, complete the following training**

- Complete Northwest Fire District Drivers Training.
- Possession of a Crisis Intervention Certificate of Attendance (Documentation of CISM and ICS training)

### **ADDITIONAL REQUIREMENTS:** (see "Definitions" for underlined word(s))

#### **Driving Position:**

This position requires possession of a valid driver's license with an acceptable driving record for the pre-employment background check process.

Based on Arizona State Law, upon the date of hire and throughout the period of employment, the employee must present and possess a valid Arizona Driver's License and maintain an acceptable driving record, see [Obtaining a Driver's License](#).

#### Definitions

1. Acceptable Driving Record: means that the driving record of the employee and/or volunteer has 3 points or less for the previous 12 months, or 16 points or less for the previous 36 months (as defined by the Department of Transportation, Motor Vehicle Division (MVD) see [Points Assessment](#)).
2. Driving Position: means a job which requires operating a vehicle on District business or operating a District vehicle as part of its range of duties, which may be primary or secondary within the range of duties.
3. Valid: means that an individual's current driver's license is not expired, refused, cancelled, revoked, suspended, or restricted.

Driving Level: Primary

"Driving Level" may be None, Secondary, or Primary, and refers to the driving responsibility as it relates to the essential functions of the position.

#### **Driver's License Type:**

Operator License (Class D) reference [Driver License Classes and Types](#). An operator license allows you to drive any vehicle that does not require a motorcycle or commercial driver's license. You must be at least 18 years of age to apply for an operator license.

**Commercial Driver's License** (CDL Endorsements): None

**Automobile Insurance Requirement** (Refer to District Policy 5.4 Driver's License)

Employees who drive their personal vehicles for District business are required to have and maintain their current automobile insurance upon the date of hire and on an on-going basis.

**Safety Sensitive Position:** (Refer to District Policy 5.2 Drug and Alcohol Testing

**Pre-employment Drug Testing Required:** Yes

Physical Activity	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs./day)	Frequently (activity or conditions exist 2.5-5.5 hrs./day)	Constantly (activity or conditions exist 5.5+ hrs./day)
Repetitive Motion	Repeating movements of arms, hands, wrists, fingers		X		
Talk	Express or exchange ideas verbally				X
Hear	Perceive sound by ear				X
See	Obtain impressions through the eye				X
Kneel	Bend legs at knee, come to rest on knees			X	
Crouch/Squat	Bend body down and forward, bending legs and spine				X
Crawl	Move on hands, knees, and feet		X		
Climb	Ascend/descend ladders, stairs, ramps			X	
Sit	Sit			X	
Stand	Stand			X	
Walk	Move about on foot; average distance per shift 3-5 miles		X		
Bend/Stoop	Bend downward and forward by bending spine at waist				X
Lift	Raise or lower object > 10 lbs. from one level to another			X	
Lift	Raise or lower object > 25 lbs. from one level to another		X		
Carry	Transport an object				X
Push	Press with steady force, thrust objects forward, downward, outward			X	
Pull	Drag or tug objects			X	
Turn/Twist	Move a body part in circular motion		X		
Balance	Exceeding ordinary body equilibrium			X	
Reach	Extend hands and arms in any direction			X	
Handle	Seize, hold, turn with hands			X	
Distinguish Color	Ability to distinguish color				X
Fingering	Picking, pinching, typing, or otherwise with fingers rather than whole hand			X	
Grasping	Applying pressure to an object with the fingers and palm				X
Feeling	Perceiving attributes of objects, such as size, shape, temperature, or texture				X
Mental/Cognitive Activity	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs./day)	Frequently (activity or conditions exist 2.5-5.5 hrs./day)	Constantly (activity or conditions exist 5.5+ hrs./day)
Communication	Comprehend and use basic language, either written or spoken, to communicate information and ideas				X
	Comprehend and use technical or professional language, either written or spoken, to communicate complex ideas			X	
Calculation	Perform numerical operations using basic counting, adding, subtracting, multiplying, or dividing			X	
	Perform complex quantitative calculations or reasoning using algebra, geometry, statistics, or abstract symbols		X		
Problem Solving	Formulate and apply appropriate course of action for routine or familiar situations				X
	Use logic to define problem, collect information, establish facts, draw valid conclusions, interpret information and deal with abstract variables for unique or unfamiliar situations				X

Environmental Conditions	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs./day)	Frequently (activity or conditions exist 2.5-5.5 hrs./day)	Constantly (activity or conditions exist 5.5+ hrs./day)
Weather And Temperature	Protection from weather conditions but not necessarily from temperature changes		X		
	Subject to outside environmental conditions – no effective protection from weather		X		
	Activities occur inside and outside				X
	Subject to extreme cold (typically below 32°)	X			
	Subject to extreme heat (typically above 100°)			X	
Atmospheric Conditions	One or more of the following conditions that affect the respiratory system of the skin: fumes, odors, dusts, mists, gases, or poor ventilation		X		
	Worker is required to wear a respirator	X			
Noise	Sufficient noise to cause the worker to shout in order to be heard above the ambient noise level		X		
Vibration	Exposure to oscillating movements of the extremities or whole body	X			
Hazards	Proximity to moving mechanical parts, moving vehicles, electrical current		X		
	Working on scaffolding and high places	X			
	Exposure to chemicals	X			
	Exposure to oils: air and/or skin exposure to oils and other cutting fluids	X			
	Worker is required to function in narrow aisles or passageways	X			
	Worker is exposed to infectious diseases		X		
	Worker is required to function around prisoners or mental patients			X	

**Physical Requirements Checklist**

**SEDENTARY**

■ Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body.

■ Sitting most of the time.

**LIGHT**

■ Exerting up to 20 pounds of force occasionally and/or a negligible amount of force constantly to move objects.

■ Use of arm and/or leg controls requiring greater exertion of force than for sedentary work, and worker sits most of the time.

**MEDIUM**

■ Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

**HEAVY**

■ Exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

**VERY HEAVY**

■ Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force constantly to move objects.