

City of Portland

**CLASS SPECIFICATION
COMMUNITY HEALTH SUPERVISOR**

PAY GRADE: 58

CLASS CODE: 30003700

EFFECTIVE: April 28, 2022

CLASSIFICATION SUMMARY

Reports to a Manager I, Nurse Manager, or other management level classification within the Community Health Division (CHD) of Portland Fire & Rescue (PF&R).

Under the general direction of their manager, the Community Health Supervisor is responsible for the day-to-day supervision of Community Health employees working in the field. Responsibilities include supervising the workload of assigned units; assigning work to subordinate staff; overseeing staff activities to ensure the achievement of division goals and objectives; coordinating and supervising division programs and functions.

The Community Health Supervisor will also facilitate internal communication between staff and management; interface with outside agencies; monitor system status; facilitate short-term scheduling needs, equipment, and supply maintenance; and provide operational support functions as assigned by the manager.

DISTINGUISHING CHARACTERISTICS

The Community Health Supervisor is a distinct classification.

The Community Health Supervisor is distinguished from the Supervisor series in that the former supervises subordinate employees within the Community Health Division whose primary responsibilities focus on supporting clients who are in emotional distress and/or seeking information on available mental health services.

The Community Health Supervisor is distinguished from the Community Health Worker in that the former is responsible for supervising a team of staff in the field in addition to performing difficult and complex Community Health work.

The Community Health Supervisor is distinguished from the Community Health Nurse Manager in that the latter supports advanced health care delivery modalities in the pre-hospital care setting, and the former has responsibility for the operations of an organizational unit.

The Community Health Supervisor is distinguished from the Manager series in that the latter has greater responsibility for decision making, program implementation, budget management and oversight, and activities with broader organizational impact.

ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. Lead, supervise, and provide assistance to Community Health Division units working in the field.
2. Foster a positive and supportive work environment; enforce workplace safety; promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.
3. Direct, monitor, communicate with, and evaluate all employees in their assigned area.
4. Monitor unit performance and identify opportunities for improvement; oversee the development of new tasks and responsibilities for programs and projects.
5. Supervise and participate in drills; conduct classes in medical-related subjects; provide direction in training, develop, and conduct training courses; research new methods in low acuity medical responses.
6. Ensure maintenance of quality operations through daily contact, oversight, communication, and evaluation.
7. Liaison with patients, public safety agencies, hospital personnel, and other stakeholders.
8. Ensure reports and paperwork are reconciled daily; Prepare reports and manage projects as assigned by the Manager.
9. Ensure adequate levels of equipment and medical supplies are available for each unit.
10. Enforce and adhere to established policies and standards.
11. Maintain communication with other agencies and departments; serve on committees with other departments to recommend policies and generate ideas.
12. Responsible for complying with all local, state, and federal employment laws and company policies, including Americans with Disability Act and Affirmative Action.
13. Assist in planning and coordinating bureau medical services programs.
14. Respond to cases and situations escalated by supervised positions, and other individuals that will be providing health care in the field, including mobile vaccine teams and educational outreach.
15. Develop and implement effective risk reduction and mitigation plans.
16. Provide professional assessment, consultation, and coordination.
17. Perform other related duties as required.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under the general supervision of a Manager I, Nurse Manager, or other management level classification within the Community Health Division (CHD) of Portland Fire & Rescue (PF&R).

Directly supervises a minimum of four (4) employees and may indirectly supervise staff assigned to subordinate supervisors.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Thorough knowledge of new trends in medical response models.
2. Thorough knowledge of current pre-hospital care practices in Multnomah County.
3. Thorough knowledge of State ordinances and rules & regulations regarding pre-hospital care, and physician supervisors.
4. Knowledge of bloodborne pathogen regulations.
5. Considerable knowledge of pre-hospital quality assurance or quality improvement programs.
6. Knowledge and understanding of privacy rules and laws, mandatory reporting, and legal responsibilities to clients and the community and other related laws, rules, and regulations including HIPAA, ADA, Affirmative Action, City of Portland Policies, and Procedures.
7. Experience assessing risk of harm to self and or others, including suicide, homicide, and violence.
8. Experience engaging clients and others in effectively reducing or eliminating risks identified.
9. Ability to observe and recognize reactivity by clients and to effectively respond and mitigate these issues when they emerge.
10. Knowledge of computer-based word processing, graphics, and database software.

11. Advanced knowledge of each position supervised.
12. Ability to write lesson plans and develop training materials.
13. Ability to conduct training sessions for individuals and groups with or without a formal lesson plan.
14. Ability to maintain moderately complex records and files, both in computer and paper files.
15. Knowledge of principles and practices of leadership.
16. Knowledge of principles and standards of employee supervision, including training, scheduling, and performance evaluation.
17. Knowledge of relevant statutes, regulations, policies, and procedures that pertain to the unit, along with the ability to interpret and apply them.
18. Knowledge of fundamentals and methods of planning, organizing, and allocating work to subordinate staff.
19. Ability to supervise and direct a diverse staff.
20. Ability to establish and maintain effective working relationships with management, staff, and others encountered in the course of work.
21. Ability to communicate effectively, both verbally and in writing, and present information, reports, and recommendations clearly and persuasively.
22. Ability to supervise a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
23. Ability to utilize City-specific technology and general office software.
24. Ability to make decisions within established policies and procedures that influence the daily operations of the unit and the work of subordinate staff.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: Bachelor's degree from an accredited college or university in a healthcare or related field

AND

Experience: Three (3) years of progressively responsible experience in a healthcare field, including two (2) years of experience in a supervisory role

Special Requirements and/or Qualifications:

- Possession of a valid State driver's license.
- Possession of current CPR card
- Possession of current EMT-B certification (or higher)

Preferred Qualifications:

- Master's Degree in social work, counseling, marriage family therapy, healthcare, or another related field
- Possession of one or more of the following licenses:
 - Licensed Clinical Social Worker (LCSW)
 - Licensed Professional Counselor (LPC)
 - Licensed Marriage & Family Therapist (LMFT)
- Bi-lingual fluency

Bargaining Unit: Non-represented
 FLSA Status: Non-Exempt
 HISTORY Revision Dates: