



Disability Services
Safety and Claims Management
Department of Executive Services
Human Resources Division
500 4th Avenue, Room 500
Seattle, WA 98104
(206) 477-3350
(206) 296-0514 FAX

Employee :

Claim # :

JOB ANALYSIS

| | | | |
|-------------------|---|------------------------------------|--|
| Job Title: | Involuntary Commitment Specialist I | | |
| Department: | Behavioral Health and Recovery Division | Division: | Community and Human Services |
| DOT Title: | Community Worker | DOT #: | 195.367-018 |
| SVP: | 6 | Requestor: | Teresa Fager |
| Worksite Address: | King County Community & Health Services 401 5th Ave. Suite 400 Seattle, WA | Office Contact Name/ Phone/ Email: | Diane Swanberg 206-263-1438 diane.swanberg@kingcounty.gov |
| Original Analyst: | Kyle Pletz, VRC, CDMS | Analysis Date: | 12/19/18 |
| Update Analyst: | | Update Date: | |

☐ On-Site ☐ Interview ☐ Representative

JOB DUTIES:

Within King County's Behavioral Health and recovery Division , Crisis and Commitment Services section, provides evaluation, and investigation of adults and juveniles alleged to have a behavioral disorder that renders them gravely disabled, dangerous to themselves or dangerous to others. Makes decisions as to whether or not these persons should be involuntarily committed under RCW 71.05 and 71.34. Facilitates voluntary psychiatric hospitalization and other less restrictive alternatives. Alternates between: triaging incoming phone calls; working with a partner to meet with consumers in person at their residences, in jails, and any other location within King County where services are needed; provides services on-site at King County hospitals.

ESSENTIAL FUNCTIONS ACCORDING TO THE EMPLOYER:

All King County jobs require ability/essential function to:

- Demonstrate predictable, reliable, and timely attendance.
- Follow written and verbal directions to complete assigned tasks on schedule.
- Read, write, and communicate in English & understand basic math.
- Learn from directions, observations, and mistakes and apply procedures using good judgment.
- Work independently or as part of a team and interact appropriately with others.

Job Specific Requirements:

1. Provides crisis outreach services throughout King County which includes emergency on-site visits anywhere they are necessary. This can occur with a co-worker or individually and involves traveling with and without a vehicle and using a cell phone.
2. Investigates allegations and gathers evidence.
3. Conducts clinical evaluations, and decides in accordance with State laws if psychiatric hospitalization is needed or if a referral to other resources is appropriate.
4. Prepares witness statements, serves subpoenas, and testifies at court hearings.
5. Completes required legal forms, reports, and case notes documenting investigation activities, telephone calls, and time spent on cases. This occurs in the field as well as in an office.
6. Takes incoming calls, triages them, and issues assignments to co-workers.
7. Provides on-site hospital evaluation services.
8. Attends staff meetings and mandatory trainings.
9. Contacts 911 in cases of emergency.



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EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

A master's degree in social work, behavioral sciences, registered nurse or a related field, and at least two years of experience in the direct evaluation and treatment of persons with mental illness and/or direct crisis experience; Must have Department of Health credentialing. A valid Washington State Driver's license, driving record from last five years, professional credential check, criminal background check, and a pre-employment physical are required.

Must be able to work varied shifts in a high stress environment; be physically able to enter and rapidly exit residences, jails, and emergency rooms throughout King County, and be able to write extensive documentation. Union Membership is required within 30 days of hire.

Machines, Tools, Special Equipment, Personal Protective Equipment Used:

Computer, laptop, company vehicle, gloves, masks with face shields, portable printer, body fluid clean-up kits, whistles, booties, sanitary spray cleaner, and antimicrobial waterless hand wash.

PHYSICAL REQUIREMENTS

| Frequency Scale | Strength | Work Pattern |
|---|---|---|
| N = Never | <input type="checkbox"/> Sedentary | <input checked="" type="checkbox"/> Full-time* |
| S = Seldom (1-10 %, up to 48 min) | <input checked="" type="checkbox"/> Light | <input type="checkbox"/> Part-time |
| O = Occasional (11-33%, 49 min. – 2 hr 40 min) | <input type="checkbox"/> Medium | <input type="checkbox"/> Seasonal |
| F = Frequent (34-66%, 2 hr 41 min – 5 hr 20 min) | <input type="checkbox"/> Heavy | 9.5 Hours Per Day |
| C = Constant (67-100%, more than 5 hr 20 min) | <input type="checkbox"/> Very Heavy | 4 Days Per Week |
| | | FLSA Exempt <input type="checkbox"/> Yes <input type="checkbox"/> No |

Work Pattern (continued)

*38 hours per week, day, swing, or night shift. Worker is scheduled for four shifts per week.

| Job Demand | Frequency and Weight (lbs) | | | | | Activity Description |
|--|----------------------------|------|----|-----|---|--|
| | N | S | O | F | C | |
| Lifting floor – waist | | 25 | | | | Up to 2-3 min./time, 30 min. total per shift, between floor and shoulder level, to handle files, work bag, paper, laptop etc. Rarely Assist person from the ground/floor. |
| Lifting waist–shoulder | | | 25 | | | Up to 15-30 min./time, 2 hrs. total while holding bag with laptop, files, etc. while engaged with patients, professionals or community. |
| Lifting above shoulder | | 25 | | | | Up to 1-5 sec./time, 1 min total while lifting bag on to shoulder. |
| Carry (Distance/Surface) | | | 25 | | | Up to 20 min./time, 2 hrs. total while carrying work bag in the field (on mud, uneven ground, gravel, sloped surfaces, frozen/slick surfaces, unmaintained residences, unsanitary conditions, etc.). |
| Pushing/Pulling (Distance/Surface) | | 1-10 | | 1-3 | | Up to 3 hrs./time, 6 hrs. total with 1-3 lbs. of pressure total while driving. Up to 10 sec./time, 5 min total with doors and drawers (1-10 lbs. |



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|-------------------------|-----------|---|----|---|----|---|
| | N | S | O | F | C | |
| Sitting | | | | | X* | Up to 3 hrs./time, 8 hrs. total on an automobile seat, patient's furniture in the field, or office chair while performing triage duties, driving, completing case notes, utilizing the telephone and performing computer duties. Duties vary from day to day. *Can alt. sit/stand as needed when using sit/stand workstation in the office. |
| Standing | | | X* | | | Up to 30 min./time, 2 hrs. total while engaging patients; while making on-site visits to hospitals, jails, residences, etc. *Can alt. sit/stand as needed when using sit/stand workstation in the office. |
| Walking | | | | X | | Up to 5-10 min./time, 4 hrs. total while making on-site visits to hospitals, jails, residences, etc. |
| Perform Work on Ladders | X | | | | | |
| Climbing | | X | | | | Up to 2 flights of stairs/time, 2x per shift. Up to 5 min./time 10 min./total while traversing steep includes, encampments, etc. |
| Balancing | | | X | | | Up to 30 min./time, 2 hrs. total while engaging patients, making on-site visits to residences, etc. This includes traversing mud, uneven ground, gravel, sloped surfaces, frozen/slick surfaces, unmaintained residences, unsanitary conditions, etc. |
| Stooping / Bending | | | X* | | | Up to 2-3 min./time, 1 hr. total per shift to handle files, work bag, paper, laptop; interviewing inmates via pass-through. Assist person from the ground/floor, getting in/out of vehicle. *Can alt. with squat kneel as needed. |
| Twisting at Neck | | X | | | | Up to 15 min./time, 15 min. total while driving and completing legal paperwork in a car. |
| Twisting at Waist | | X | | | | Up to 15 min./time, 15 min. total while completing legal paperwork in a car and entering/exiting car. |
| Squatting / Kneeling | | | X | | | Up to 2-3 min./time, 1 hr. total per shift to handle files, work bag, paper, laptop; interviewing inmates via pass-through. Assist person from the ground/floor, getting in/out of vehicle. *Can alt. with bend/stoop as needed as needed. |
| Crawling | X | | | | | |
| Reach waist to shoulder | | | | | X | Up to 3 hrs./time, 8 hrs. total while performing triage duties, driving, completing case notes, utilizing the telephone and performing computer duties. |
| Reach above shoulder | X | | | | | |
| Reach below waist | | X | | | | Up to 2-3 min./time, 30 min. total per shift, between floor and shoulder level, to handle files, work bag, paper, laptop etc. Assist person from the ground/floor |
| Keyboarding | | | | X | | Up to 15 min./time, 6 hrs. total while performing intake, completing reports, completing legal paperwork with laptop in a car. |
| Wrist Flexion/Extension | | | | | X | Up to 3 hrs./time, 6 hrs. total while manipulating documents and driving. |



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|---------------------------------------|-----------|---|---|---|---|---|
| | N | S | O | F | C | |
| Handle/Grasp | | | | | X | Up to 3 hrs./time, 6 hrs. total while manipulating documents and, driving. |
| Forceful Grasp | | X | | | | Rarely in an emergency situation, when performing self-defense. |
| Fine Finger Manipulation | | | | | X | Up to 1 hr./time, 7 hrs. total while performing triage duties, completing case notes, completing legal paperwork utilizing the telephone and performing computer duties. |
| Hand Controls | | | | | X | Up to 15 min./time, 7 hrs. total while driving, using a laptop touch pad and computer mouse. |
| Foot Controls | | | | | X | Up to 3 hrs./time, 6 hrs. total while driving. |
| Repetitive Motion | X | | | | | Body Part: _____ Cycles/hr: _____ |
| Vibratory Tasks – High | X | | | | | |
| Vibratory Tasks – Low | | X | | | | Very low vibration while driving 3 hrs./time, 6 hrs. total. |
| Talking | | | | | X | Up to 1 hr./time, 6 hrs. total while conducting interviews and interacting with patients, professionals and community. For safety reasons, the employee must be able to yell. |
| Hearing | | | | | X | Continuously while interacting with patients, professionals and community. It is noted that the employee regularly interacts with persons who may be hard of hearing, sight impaired etc. |
| Visual – Near Acuity | | | | | X | Computer duties and filling out paperwork. |
| Visual – Far Acuity | | | | X | | Driving |
| Visual – Depth Perception | | | | | X | Driving and interacting with patients, who may be unpredictable, aggravated, aggressive, etc. Interacts with persons with mental health and substance abuse issues. |
| Visual – Color Discrimination | | X | | | | Not required but can be helpful in identifying color coded forms, or physical descriptions of patients. |
| Visual – Accommodation | | | | | X | Up to 3 hrs./time, 8 hrs. total while interviewing patients and, driving. |
| Visual – Field of Vision | | | | | X | Up to 3 hrs./time, 8 hrs. total while interacting with patients and driving. |
| Exposure to Weather | | | X | | | |
| Extreme Cold | | X | | | | |
| Extreme Hot | | X | | | | |
| Wet and / or Humidity | | X | | | | |
| Proximity to Moving Mechanical Parts | | | X | | | |
| Exposure to Explosives | X | | | | | |
| Atmospheric Conditions | | X | | | | |
| Exposed Heights | | X | | | | |
| Exposure to Electricity | | X | | | | |
| Exposure to Toxic / Caustic Chemicals | | X | | | | |
| Exposure to Radiation | X | | | | | |



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|------------------------------|---|--|
| Noise Intensity | <input type="checkbox"/> Very Quiet <input checked="" type="checkbox"/> Quiet <input type="checkbox"/> Moderate <input checked="" type="checkbox"/> Loud <input type="checkbox"/> Very Loud | Noise can vary from quiet to loud; quiet office to emergency vehicle sirens, screaming persons, etc. |
| Other: Biohazards | X | Can include bodily fluids. |
| Other: Unpredictable persons | X | Interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons. Interacts with persons with mental health and substance abuse issues. |

| COGNITIVE DEMANDS | FREQUENCY | | | | | ACTIVITY DESCRIPTION |
|---|-----------|---|---|---|---|--|
| | N | S | O | F | C | |
| Articulating and comprehending information in conversations | | | | | X | Conversing with coworkers, superiors, patients, professionals and community via telephone or in person. |
| Reading, comprehending, and using written materials | | | | | X | Performing triage duties, completing case notes, completing legal paperwork and performing computer duties. |
| Understanding and solving problems involving math and using the results | | X | | | | Completing legal paperwork and performing computer duties |
| Using technology/instruments/tools & information systems | | | | X | | Performing triage duties, completing case notes and performing computer duties |
| Remembering spoken instructions | | | | | X | Following appropriate policies, procedures and laws when interacting with coworkers, superiors, patients, professionals and community. |
| Remembering written instructions | | | | | X | Following appropriate policies, procedures and laws when interacting with coworkers, superiors, patients, professionals and community. |
| Remembering visual information | | | X | | | Identifying coworkers, superiors, patients, professionals and community. |
| Recalling information incidental to task at hand Memorizing facts or sequences | | | | | X | Following appropriate policies, procedures and laws when interacting with coworkers, superiors, patients, professionals and community. |
| Remembering simple instructions | | | X | | X | Recalling basic protocols and procedures. |
| Remembering detailed instructions | | | | | X | Following appropriate policies, procedures and laws when interacting with coworkers, superiors, patients, professionals and community; completing legal paperwork. |



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|---|-----------|---|---|---|---|---|
| | N | S | O | F | C | |
| Effectively learning and mastering information from classroom training | | | | X | | Laws, policies and procedures related to behavior health and recovery constantly change/evolve. The employee must be able to learn and adapt to these changes on an ongoing basis. Completing legal paperwork. |
| Effectively learning and mastering information from on-the-job training | | | | | X | Laws, policies and procedures related to behavior health and recovery constantly change/evolve. The employee must be able to learn and adapt to these changes on an ongoing basis. The employee continuously interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. Interviewing and deescalating techniques are continuously being modified and improved, based upon analysis of on-the-job interactions. |
| Learning from past directions, observations, and/or mistakes | | | | | X | The employee continuously interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. Interviewing and deescalating techniques are continuously being modified and improved, based upon analysis of on-the-job interactions. |
| Using common sense in routine decision making | | | | | X | The employee continuously interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. Must be able to effectively interview/interact with the aforementioned parties and make appropriate decisions. |
| Recognizing and anticipating potential hazards and taking precautions | | | | | X | The employee continuously interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. Must be able to effectively interact with the aforementioned parties, recognize potentially dangerous situations and respond appropriately. |
| Thinking critically and making sound decisions | | | | | X | The employee continuously interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. Must be able to effectively interview/interact with the aforementioned parties and make appropriate decisions. |
| Integrating ideas and data for complex decisions | | | | X | | The employee continuously interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. Must be able to effectively interview/interact with the aforementioned parties and make appropriate decisions. This may include determining mandatory psychiatric hospitalization |
| Determining and following precise sequences | | | | X | | Completing legal paperwork. Following policies, procedures and laws when determining mandatory psychiatric hospitalization |

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|--|-----------|---|---|---|---|--|
| | N | S | O | F | C | |
| Coordinating and compiling data and information | | | X | | | Completing required legal forms, reports, and case notes documenting investigation activities. Preparing for and providing testimony. |
| Performing repetitive or short-cycle work | | | X | | | Completing case notes and writing reports. |
| Working under specific instructions | | | | | X | Daily activities are performed following, policies, procedures and laws. |
| Completing complex tasks | | | | | X | Completing legal paperwork. Following policies, procedures and laws when determining mandatory psychiatric hospitalization. Completing required legal forms, reports, and case notes documenting investigation activities. Preparing for and providing testimony. |
| Directing, controlling, or planning for others as necessary for basic tasks | | | | | X | The employee continuously interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. Must be able to effectively interview/interact with the aforementioned parties and make appropriate decisions. |
| Multi-tasking | | | | | X | The employee continuously interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. Employee interviews/interacts with the aforementioned parties and records the pertinent information. This may be done in a chaotic situation with multiple people talking/yelling at the same time. The employee must also be aware of their surroundings and identify potential hazards while performing these tasks as well. |
| Planning, prioritizing, and structuring daily activities | | | | | X | Duties vary from day to day; ranging from scheduled testimony to responding to an emergent situation. The employee must be able to plan, prioritize and adapt to constant changes. |
| Maintaining predictable and reliable attendance | | | | | X | Essential in maintaining proper staffing to ensure safety for staff and proper service for patients, professionals and community. |
| Being punctual | | | | | X | Essential in maintaining proper staffing to ensure safety for staff and proper service for patients, professionals and community. |
| Taking rest periods at set times or only at times determined by breaks in job responsibilities | | | | | X | Breaks are rarely scheduled and are subject to change for emergencies and varying work duties. |
| Adjusting to a flexible schedule of work days and or shifts | | | | X | | Duties vary from day to day; ranging from scheduled testimony to responding to an emergent situation. The employee must be able to plan, prioritize and adapt to constant changes. |

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| COGNITIVE DEMANDS | FREQUENCY | | | | | ACTIVITY DESCRIPTION |
|---|-----------|---|---|---|---|---|
| | N | S | O | F | C | |
| Receiving criticism and accepting limits appropriately | | | | | X | Ability to comprehend and apply directions from superiors, in a professional manner, is mandatory. Proper behavior in a professional work environment is required. Must maintain appropriate limits when interacting with patients, professionals and staff. |
| Maintaining emotional control and organization under increased stress | | | | | X | The employee continuously interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. Must be able to effectively interview/interact with the aforementioned parties and make appropriate decisions. Employee needs to react to emergent situations calmly and effectively. |
| Maintaining socially appropriate affect, temperament, and behavior | | | | | X | The employee continuously interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. Must be able to effectively interview/interact with the aforementioned parties and make appropriate decisions. Employee needs to react to emergent situations calmly and effectively. Ability to comprehend and apply directions from superiors, in a professional manner, is mandatory. Proper behavior in a professional work environment is required. Must maintain appropriate limits when interacting with patients, professionals and staff. |
| Monitoring own quality of performance and altering behaviors to correct mistakes or improve outcome | | | | | X | Maintaining quality of work and adapting to new situations is required on a daily basis. |
| Working independently and/or unsupervised | | | | X | | Work can be performed in the field when investigating allegations and gathering evidence. Conducting clinical evaluations, and deciding, in accordance with State laws, if psychiatric hospitalization is needed or if a referral to other resources is appropriate. Testifies at court hearings. Completes required legal forms, reports, and case notes documenting investigation activities, telephone calls, and time spent on cases. This occurs in the field as well as in an office. |
| Adapting to frequent interruptions, changes in priorities, or changes in work location | | | | | X | Duties vary from day to day; ranging from scheduled testimony to responding to an emergent situation. The employee must be able to plan, prioritize and adapt to constant changes. |



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|--|-----------|---|---|---|---|---|
| | N | S | O | F | C | |
| Responding effectively to emergency situations | | | | | X | The employee continuously interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. Must be able to effectively interview/interact with the aforementioned parties and make appropriate decisions. Employee needs to react to emergent situations calmly and effectively. |
| Ability to interact quickly, appropriately and calmly to persons displaying disruptive or threatening behavior | | | | | X | The employee continuously interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. Must be able to effectively interview/interact with the aforementioned parties and make appropriate decisions. Employee needs to react to emergent situations calmly and effectively. The employee must also be aware of their surroundings and identify potential hazards and react accordingly. |
| Ability to read and complete legal documents | | | | X | | Legal paperwork. |
| Ability to appropriately interact with the general public and inform them of the proper regulations and procedures | | | | X | | The employee continuously interacts with unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. Must be able to effectively interview/interact with the aforementioned parties and make appropriate decisions; effectively explain policies, procedures and laws. |
| Ability to effectively communicate with a diverse population | | | | | X | Work is performed around persons of all social backgrounds (religious, ethnic etc.); performed around unpredictable, aggravated, aggressive, intoxicated, violent etc. persons; persons with mental health and substance abuse issues. |
| Ability provide testimony, deposition, interview, court testimony or interrogatory. | | | X | | | Prepares witness statements, serves subpoenas, and testifies at court hearings. |

| ENVIRONMENTAL CONDITIONS | FREQUENCY | | | | | ENVIRONMENTAL CONDITIONS | FREQUENCY | | | | |
|--|-----------|---|---|---|---|--|-----------|---|---|---|---|
| | N | S | O | F | C | | N | S | O | F | C |
| Exposure potentially violent persons | | | | | X | Exposure to unpredictable persons | | | | | X |
| Exposure to mentally ill persons | | | | | X | Exposure biohazards such as blood and other bodily fluids. | | | X | | |
| Confrontation and verbal abuse/threats from patients & general public. | | | | X | | Loud, disruptive noises such as patient yelling, kicking doors, etc. | | | | X | |



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| ENVIRONMENTAL CONDITIONS | FREQUENCY | | | | | ENVIRONMENTAL CONDITIONS | FREQUENCY | | | | |
|------------------------------------|-----------|---|---|--|--|--------------------------------------|-----------|--|--|---|--|
| Exposure to intoxicated persons | | | X | | | Exposure to threat of bodily harm | | | | X | |
| Exposure to firearms | | X | | | | | | | | | |

Analyst's Comments:

Possible Employer Modifications:

Update Comments (*if applicable*):



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Note: The information for this job analysis was gathered by either on-site observation, interview and / or is representative of the labor market as indicated on page one. Additional data may have been obtained from standardized industry resources such as the DOT, GOE, COJ, OOH, WOIS and O-NET. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective, quantifiable data. For this reason, a "best estimate" may have been used.

Analyst:

Update (if applicable):



Vocational Consultant



Date

Vocational Consultant

Date

Employer Verification:

Employee Verification: (optional)



Name



Date

Name

Date



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MEDICAL PROVIDER:

- ☐ I agree that the employee can perform the physical activities described in this job analysis and can return to work. Date employee is released to return to work if different from today's date: _____
- ☐ I agree the employee can perform the described job but only with modifications (describe in comments section). Modifications are needed on a ☐ permanent basis or ☐ temporary basis.
- ☐ The employee **temporarily** cannot perform this job based on the following physical limitations:

Anticipated release date: _____

Treatment plan: _____

- ☐ The employee is **permanently** restricted from performing the physical activities described in this job analysis based on the following physical limitations (state objective medical findings):

Comments:

Signature _____

Date _____

Print Name _____

- | | | |
|--|---|---|
| <input type="checkbox"/> Attending Physician | <input type="checkbox"/> Consulting Physician | <input type="checkbox"/> Pain Program Physician |
| <input type="checkbox"/> IME Physican | <input type="checkbox"/> PCE Therapist | <input type="checkbox"/> OT / PT Therapist |
| | | <input type="checkbox"/> PEP Physician |