

POULSBO FIRE DEPARTMENT

APPLICANT INFORMATION GUIDE

Your opportunity to serve, grow, and make a difference starts here.
Explore this packet to learn more about the position and the team
waiting to welcome you.

Community Assistance, Referral, and Education Services (CARES)
CARES Program Administrator



Department & Community

A combination fire department serving the heart of the Kitsap Peninsula.

28,321

citizens served

55

square miles covered

13

average emergency calls per day

4

fire stations

ABOUT THE DEPARTMENT

Poulsbo Fire Department is a combination fire department serving Kitsap County Fire District #18. The district covers 55 square miles and includes Poulsbo, Keyport, and Port Gamble.

A all-hazard response, including fire, technical rescue, service calls, ALS and BLS patient care and transport.

OUR MISSION

The mission of the Poulsbo Fire Department is to protect and enhance the safety and well-being of our community.

OUR VISION

Our vision is to build upon the community's trust in us to protect their family, neighbors, and property as we would our own.

OUR MOTTO: "THEM"

Every action is to be done with the mindset of serving those that rely upon us for their safety and well-being. It is about those we serve, those we serve with, and those who allow us to serve.

OUR COMMUNITY

Poulsbo · Viking City

Known as Little Norway on the fjord, Poulsbo sits on the Kitsap Peninsula with easy access to Seattle, Tacoma, Bremerton, and the Olympic Peninsula — surrounded by the waters of Hood Canal, Gamble Bay, and Liberty Bay.

LEADERSHIP

Fire Chief James Gillard · Five-member Board of Fire Commissioners

Position Qualifications

CANDIDATES MUST POSSESS THE FOLLOWING TO BE CONSIDERED FOR THIS POSITION

REQUIREMENTS

- Master's degree in social work, human services, psychology, or a related field.
- Active licensure as an independent social worker (LICSW), mental health counselor (LMHC), or equivalent in good standing.
- Three (3) years of professional experience in case management, care coordination, or crisis intervention, preferably within a public safety or healthcare setting.
- Experience supervising staff, providing training, and managing a team.
- Experience working with diverse populations, including those experiencing homelessness, mental health issues, and substance use disorders.
- Be a U.S. citizen or eligible for employment in the U.S.
- Possess a valid Washington State driver's license or obtain it within 30 days of hire.
- Must meet all qualifications for licensure as a mental health professional in Washington State.
- Experienced in technical or professional writing.
- Successfully pass pre-hire screenings, tests, and/or evaluations.

SELECTED CANDIDATE WILL BE REQUIRED TO COMPLETE THE FOLLOWING SUCCESSFULLY:

- **BACKGROUND CHECK**
 - Driving, criminal, and credit checks
- **MEDICAL EVALUATION**
 - Drug, hearing, psychological, and physical screening

PHYSICAL DEMANDS OF THE POSITION

- The CARES Program Administrator will be primarily based at Poulsbo Fire Department's Station 71 in Poulsbo, Washington. The position will work closely with CARES teams and community partners throughout Kitsap County and will regularly meet and collaborate with CARES teams serving South Kitsap, Central Kitsap, Bainbridge Island, and North Kitsap. The position requires regular travel throughout the county to attend meetings, coordinate program activities, develop and maintain community partnerships, and support consistent communication and coordination among the various CARES teams and participating agencies.
- Work is primarily conducted in non-traditional settings including patient homes, public areas, and in-office settings; frequent walking, standing, and bending are required
- Light carrying of 5-20 pounds is required
- Must be able to push/pull 5-20 pounds
- Must be able to enter data into a terminal, PC, or other keyboard devices
- Must be able to communicate both via telephone and in-person verbally
- Reasonable accommodations may enable individuals with disabilities to perform these essential functions

Benefits & Schedule

Compensation and full benefits package

POSITION

CARES Program Administrator

\$109,488.84 - \$128,810.40

Annual salary, depending on qualifications

TIME OFF

- Paid vacation - 20 hours per month
- Sick leave - 8 hours per month
- Personal days - 24 hours per year

HEALTHCARE

100% paid medical, dental, and vision for employees and their dependents.

RETIREMENT

Public Employees' Retirement System (PERS)
Plan 2 or 3

DEFERRED COMPENSATION

The department contributes an employer match of 2% towards the employee's deferred compensation plan.

HRA

HRA contributions made monthly based on health plan.

LIFE INSURANCE

Employer-paid life insurance coverage of \$50,000.

HOLIDAYS

All department holidays will be paid.

SCHEDULE

This is a salaried, exempt position offering a flexible work schedule designed to support the needs of the CARES program and our community partners. The position averages 40 hours per week, with flexibility to adjust the workday and schedule based on program needs, meetings, community engagement, and partnership activities.

The Position

CARES PROGRAM ADMINISTRATOR

The CARES Program Administrator is responsible for coordinating the Community Assistance Referral and Education Service (CARES) program, providing leadership and supervision to the CARES team, and overseeing the delivery of EMS prevention services and crisis intervention. This position blends program management duties and supervision, ensuring efficient operations, quality care coordination, and the continued development of services to meet the social and behavioral health needs of the community.

In terms of funding management, this position is tasked with developing and managing the program budget, ensuring that all financial resources are allocated efficiently. This includes identifying potential funding opportunities, preparing grant proposals, and managing relationships with funding agencies to secure ongoing financial support for the program. Additionally, this position will monitor expenditures and ensure compliance with financial regulations, providing regular reports on financial performance to stakeholders and making data-driven adjustments to improve fiscal responsibility.

Regarding program management, this position will establish and enforce program policies and procedures, ensuring that the CARES program operates within established guidelines and meets all statutory and regulatory requirements. This includes overseeing the development and implementation of training programs for staff to enhance their skills in crisis intervention and community engagement. This position will also evaluate program outcomes through quantitative and qualitative measures, using this data to refine program strategies, enhance service delivery, and demonstrate impact to stakeholders. By fostering a culture of continuous improvement, this position aims to ensure the program remains responsive to the evolving needs of the community while promoting the professional growth of the CARES team.

IDEAL CANDIDATE

Our ideal candidate will have experience navigating healthcare, behavioral health, and social service systems, with professional experience working with individuals experiencing crisis and vulnerable adults, including those affected by severe mental illness, homelessness, substance use, and other complex social or health-related needs. The CARES Program Administrator must be flexible, adaptable, and able to effectively respond to changing circumstances while building collaborative relationships with CARES teams, healthcare providers, social service agencies, and community partners throughout Kitsap County.

A high level of integrity, discretion, and professionalism is essential when handling confidential and sensitive information and working with individuals, families, partner agencies, and members of the public. The ideal candidate will meet the qualifications of WAC 246-809-010(2), including holding a current and unrestricted Washington State license as an independent social worker, mental health counselor, or marriage and family therapist, in good standing at the time of application. Experience with grant writing, program development, data collection and reporting, and program administration is strongly preferred, as is supervisory or team leadership experience.

Essential Duties

ESSENTIAL DUTIES

1

Leadership & Coordination

- Oversee the operations and delivery of the Kitsap CARES program and/or Behavioral Health Agency to include the coordination of care services for individuals experiencing mental health crises, substance use issues, homelessness, and other behavioral health needs.
- Supervise, train, and provide clinical case management oversight for the CARES team members locally and countywide.
- Develop and maintain positive, collaborative working relationships with external agencies, law enforcement, fire departments, and healthcare providers.
- Serve as the primary liaison for the Kitsap CARES program with external organizations, advocacy groups, and community service providers.
- Represent the department on local, regional, and state committees and community meetings related to EMS prevention and crisis intervention.

2

Program Development & Improvement

- Analyze program participation data and prepare recommendations for improving existing services and developing new initiatives.
- Manage and implement policies, procedures, and practices to enhance the program's effectiveness and integration with other services.
- Develop and maintain electronic reporting systems related to program performance, community impact, and compliance with grant and regulatory requirements.
- Identify and organize resources and services that can be accessed by the population served, and facilitate contracts or inter-local agreements as needed.

3

Grants Management & Funding:

- Grant Writing & Fundraising: Identify funding opportunities, including government and private grants, to support program expansion and sustainability. Lead the writing and submission of grant proposals and applications for program funding, ensuring all deadlines and requirements are met. Grant Oversight: Manage the financial aspects of all awarded grants, ensuring proper allocation and expenditure of funds in compliance with grant guidelines and agency policies.

4

Budgeting & Financial Reporting

Collaborate with the department's finance team to develop and manage the program's budget, ensuring that funding is utilized efficiently and within approved guidelines. Prepare and submit regular financial reports to funding agencies, stakeholders, and the Department's leadership team.

5

Compliance & Monitoring

Ensure the program remains in full compliance with all local, state, and federal grant requirements, regulations, and reporting standards. Regularly monitor and evaluate program activities to ensure that goals and deliverables outlined in grant agreements are being met.

Essential Duties

6

Evaluation & Impact Reporting

Prepare and submit progress reports, data-driven impact statements, and outcome evaluations to stakeholders and funding entities. Track and report on the program's successes, challenges, and areas for growth to ensure continued funding and support.

7

Education & Training

- Provide training to Kitsap CARES team members, first responders, and other public safety personnel to ensure proper referral processes, program expectations, and utilization.
- Deliver public education and presentations on the CARES program services to community organizations, service clubs, and the general public.
- Develop long-range plans for the program and carry out approved projects to address the human and social service needs of the community.

8

Supervision & Staff Support

- Supervise the daily activities of the CARES team, including assigning cases, providing clinical guidance, and reviewing performance.
- Conduct performance evaluations and provide feedback, coaching, and professional development opportunities for team members.
- Ensure that CARES team members are adhering to program protocols and maintaining compliance with legal and regulatory standards (HIPAA, RCWs, WACs, etc.).
- Provide leadership and resolve conflicts within the team as necessary, ensuring a positive and productive work environment.

9

Field Work & Client Interaction

- Participate in fieldwork as determined by the CARES Program Administrator, assisting the CARES team in direct client engagement and supporting clients in the community, including home visits, outreach to underserved populations, and work in shelters or other non-traditional settings.
- Cultivate strong relationships with clients, fostering trust and ensuring the delivery of needed services.
- Promote best practices in client engagement and support, advocating for clients within the system and ensuring continuity of care.

KNOWLEDGE & SKILLS

KNOWLEDGE

- Strong understanding of EMS systems, behavioral health, and social service resources available at local, state, and federal levels.
- Knowledge of HIPAA, RCWs, WACs, and federal/state grant guidelines and regulations related to care management.
- Familiarity with the Mobile Integrated Healthcare model and crisis intervention strategies.

SKILLS

- Proven ability to coordinate programs, manage multiple projects, and meet deadlines.
- Strong communication skills, both written and oral, with the ability to engage diverse audiences, including public safety personnel and community members.
- Ability to supervise staff, provide training, and assess performance.
- Critical thinking skills and the ability to make sound decisions in high-pressure situations.

How to Apply

TO APPLY

Please send your cover letter and resume using one of the following options:

BY EMAIL

employment@poulsbofire.org

Subject line:

CARES Program Administrator — [Your Name]

BY MAIL OR IN PERSON

Poulsbo Fire Department

ATTN: Human Resources

911 NE Liberty Rd.

Poulsbo, WA 98370

APPLICATION DEADLINE: OPEN UNTIL FILLED

FIRST REVIEW: OCTOBER 11, 2026

FINALIST INTERVIEWS

All resumes will be screened according to the above-listed qualifications. If the candidate is determined to be a finalist, candidates may be provided an application with an invitation to interview. References will be contacted only following candidate approval.

QUESTIONS? PLEASE CONTACT:

Nichole Sawyers

Human Resources

(360) 779-3997

employment@poulsbofire.org

EQUAL EMPLOYMENT OPPORTUNITY

Poulsbo Fire Department is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, creed, gender, sexual orientation, national origin, ancestry, age, disability, marital status, veteran or military status, genetic information, or any other legally protected classification. Reasonable accommodations available under ADA.

RECRUITMENT PROCESS DISCLAIMER

The Poulsbo Fire Department reserves the right to modify, delay, suspend, or cancel any portion of the recruitment process, including timelines, testing procedures, interview schedules, eligibility requirements, or other recruitment activities, at any time and without prior notice, as deemed necessary to meet the needs of the department.