

## Health and Human Services Agency (HHSA) Liaison

### Position Description

The HHSA Liaison is assigned to the Local Assistance Center (LAC) and is responsible for the on-site management of Health and Human Services Agents.

### Responsibilities

1. Support HHSA services at LAC site
2. Assist HHSA services by proactively determining additional staffing needs
3. Assist with troubleshooting HHSA services
4. Assist with providing services to clients
5. Coordinate with LAC Manager about HHSA services
6. Direct HHSA services when the need arises
7. Coordinate with HHSA Oversight Team HHSA Resource Coordinator about site plans, services, wait times, issues, additional resources and staff

### Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding your authority and assignment
- Sign in and wear the "HHSA Liaison" vest
- Check in with LAC Manager and HHSA Resource Coordinator
- Set up workspace and verify contact information
- Determine potential issues for LAC Manager or HHSA Resource Coordinator based on the nature, scope and severity of the issue
- Assess the status of your available resources
- Contact counterparts in home agency and establish lines of communication

### Operational Phase Actions

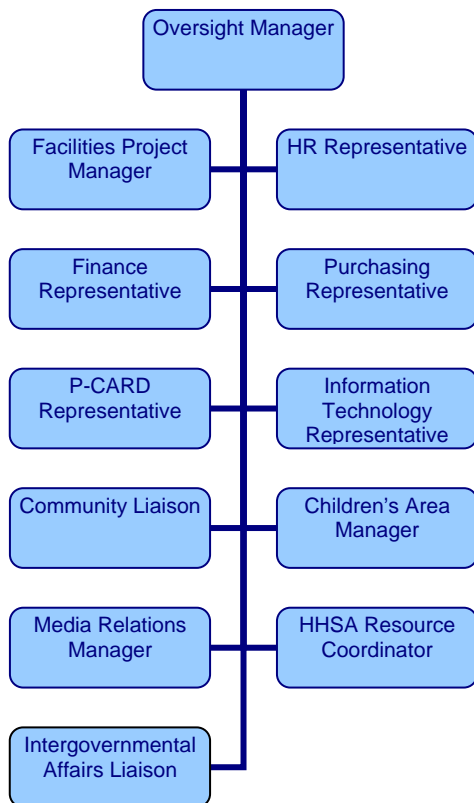
- Review position responsibilities
- Attend ongoing situation briefings
- Refer all media to the Communications Specialist
- Report situation status and resource status to the LAC Manager and HHSA
- Advise LAC Manager or HHSA Resource Coordinator for issues affecting operations
- Function calmly in situations requiring a high degree of sensitivity, tact, and diplomacy
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds
- Brief your relief at shift change to ensure ongoing activities are identified and follow-up requirements are known
- At the end of each shift, sign out and return the vest

**Deactivation Phase Actions**

- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure all required forms and reports are completed and provide all documentation to Administrative Support prior to your release and departure from the LAC
- Contact any of your agency staff that had been scheduled to work in the LAC and notify them of deactivation
- Contact your regular supervisor and notify him/her of deactivation
- Leave forwarding information, including cell numbers and email
- Sign out and turn in vest
- Participate in the LAC After Action Report

**Organizational Structure**

**LAC OVERSIGHT TEAM**



**LAC TEAM**

