

Health and Human Services Agency (HHSA) Resource Coordinator

Position Description

The Health and Human Services Agency (HHSA) Resource Coordinator is assigned to the Oversight Team, oversees LAC (Local Assistance Center) Team HHSA Liaisons and reports to the Oversight Manager. The HHSA Resource Coordinator communicates with HHSA staff, contractors or other agencies for needs at LAC locations.

Responsibilities

1. Oversee, troubleshoot and provide support for HHSA services at LAC locations
2. Coordinate distribution of all HHSA services at LACs
3. Coordinate contractor support for HHSA staff at LACs
4. Project and coordinate additional staff support for LAC sites with the HHSA HR Representative
5. Maintain communication channels with HHSA Liaisons at LAC locations and assist with their requests
6. Receive updates on equipment malfunctions and service complaints
7. Coordinate with HHSA staff, contractors or other agencies for LACs if needed
8. Communicate with LAC HHSA Liaison(s) to determine adequacy of supplies and resources

Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding your authority and assignment
- Check in with Oversight Manager
- Assist with activation and set-up of LAC
- Verify contact information
- Determine potential issues 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 media to the Media Relations Manager
- Monitor HHSA service levels at LAC sites and coordinate with HHSA Liaison to provide additional support as needed

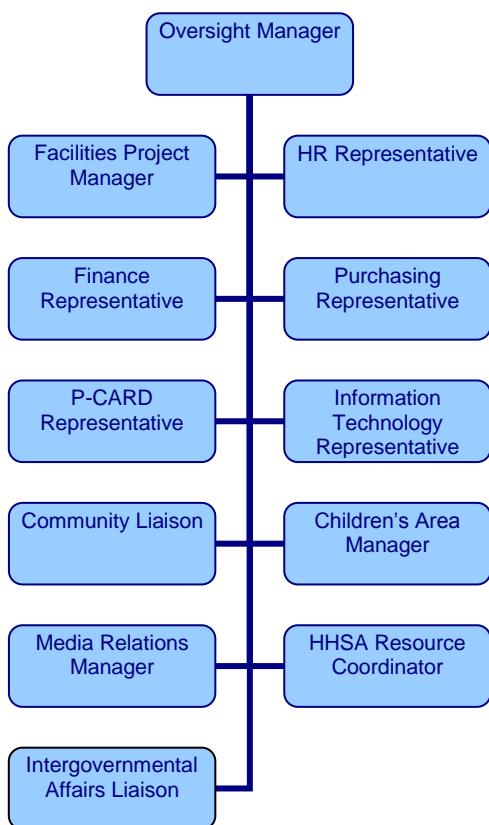
- Function calmly in situations requiring a high degree of sensitivity, tact, and diplomacy
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds

Deactivation Phase Actions

- Work with Oversight Team to develop Demobilization Plan
- 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 that all required forms and reports are completed
- Contact your regular supervisor and notify him/her of deactivation
- Leave forwarding information, including pager or cell numbers and email
- Participate in the LAC After Action Report

Organizational Structure

LAC OVERSIGHT TEAM



LAC TEAM

