

## LAC Manager

### Position Description

The Local Assistance Center Manager (LAC Manager) oversees and coordinates all activities related to providing services to residents and relief facility operations including but not limited to: personnel, security, Children's Area, volunteer organizations, and collecting vital data.

### Responsibilities

1. Manage, direct and coordinate daily LAC activities
2. Coordinate with Oversight Team Human Resources to accommodate staffing needs
3. Provide adequate training to LAC staff, as needed, enabling them to know and function in the desired capacity
4. Discuss evacuation plan, including relocation area for Children's Area, with tenants, Facility Operations, Security, and Children's Area
5. Monitor, analyze and implement operating procedures
6. Organize and facilitate daily and weekly meetings with LAC staff and tenants
7. Monitor participation of local and non-profit representatives
8. Maintain communications with NGOs, PNPs, CBOs, voluntary organizations and FEMA/State government representatives and handle requests
9. Communicate needs, trends and concerns to Oversight Team
10. Collect statistical information to report to Oversight Team Manager
11. Enforce County, State and Federal rules, guidelines and regulations regarding LAC operations
12. Coordinate with Oversight Manager for Demobilization Plan

### 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 check in with Oversight Manager
- Obtain and wear your position's vest with official identification or badge
- Set up workspace and verify contact information
- Obtain site background information and keys to site
- Coordinate with Oversight Team about LAC Team members if not already assigned
- Work with Oversight Team to develop staff schedules
- Coordinate with Community Liaison to ensure departmental, State and Federal and voluntary organizations participation
- Establish communications with participating agency representatives, FEMA representatives and Cal EMA representatives
- Set meeting with tenants and LAC staff before opening to share contact information, identified issues with the site, reporting processes, communication plan and contingency plans

**Operational Phase Actions**

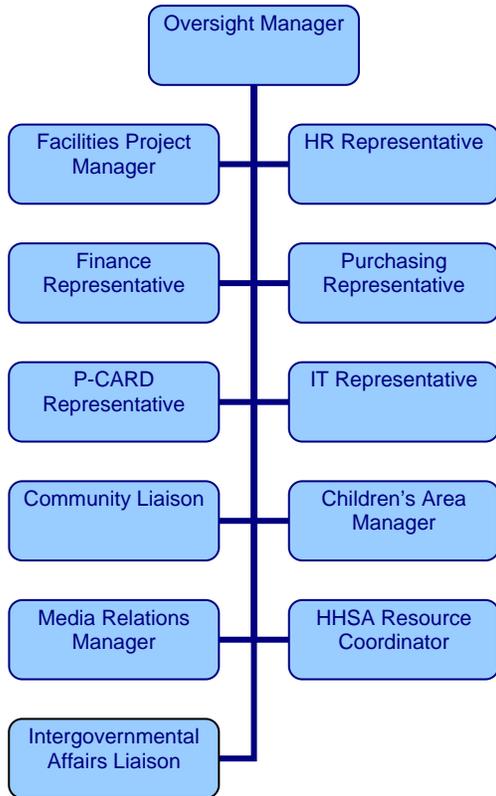
- Review position responsibilities
- Organize and facilitate daily and weekly meetings with LAC staff and tenants
- Refer media to Communication Specialist
- Establish reasonable wait times for services before requiring additional action
- Educate staff to direct all issues of concern to the Community Ombudsman
- Determine potential issues for Oversight Team
- 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**

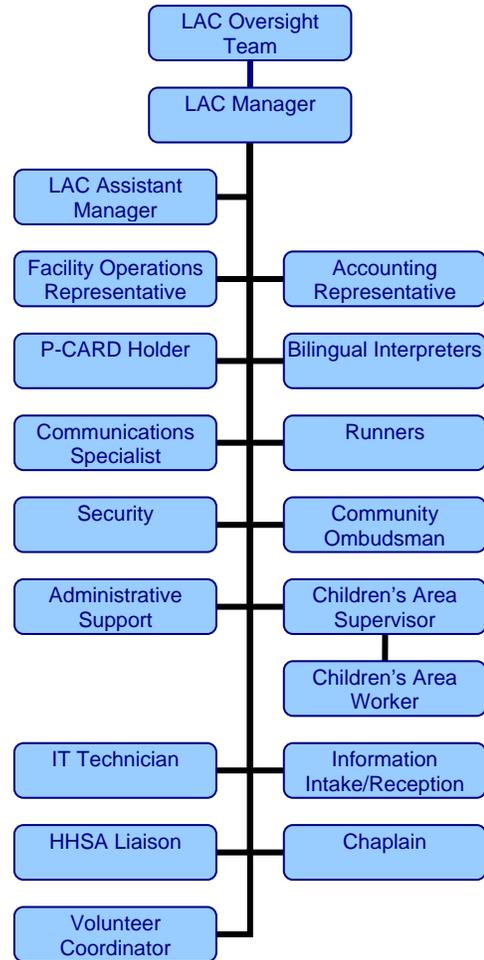
- Participate in the Demobilization Plan
- Ensure any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure that all required forms and reports are completed, close out activity logs, return all checked out equipment, and provide all documentation to the Administrative Support prior to your departure
- Contact your regular supervisor and notify them of deactivation
- Leave forwarding information, including pager or cell numbers and email
- Sign out and turn in vest
- Participate in the LAC After Action Report

**Organizational Structure**

**LAC OVERSIGHT TEAM**



**LAC TEAM**



This page intentionally left blank.