

Accounting Representative

Position Description

The Accounting Representative is assigned to the Local Assistance Center (LAC), reports to the LAC Manager, and is responsible for document recordkeeping. The Account Representative also coordinates actions and requests with the Finance Representative on the LAC Oversight Team.

Responsibilities

1. Coordinate all purchases with P-Card holder, upon approval by LAC Manager
2. Document requisitions for supplies, equipment, or services in WebEOC, if available, and in "MyRequests" for technical services
3. Access the County's Oracle financial systems and use AP (Accounts Payable) Inquiry, PUR (Purchase) Inquiry, and PNG (Project and Grant) Inquiry to confirm the payment of invoices
4. Compile and document all receipts for statements and reports
5. Maintain separate records and documentation of employee work hours
6. Consult with the Finance Representative on the Oversight Team regarding cost documentation and other documentation requirements
7. Draft and submit a weekly expenditure report to the Finance Representative on the Oversight Team

Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding authority or assignment
- Sign in and wear the "Accounting Representative" vest
- Check in with LAC Manager
- Check in with Oversight Team Finance Representative
- Verify contact information
- Determine potential issues for LAC Manager based on the nature, scope and severity of the issue

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings
- Refer all media to the Communications Specialist
- Properly document purchases for reports and reimbursement documentation
- 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

Administrative Support

Position Description

Administrative Support is responsible for performing a wide variety of clerical and administrative duties assisting the Local Assistance Center (LAC) Manager/Assistant Manager or LAC Team with routine administrative duties and related work as required.

Responsibilities

1. Provide assistance to the LAC Manager/Assistant Manager
2. Answer phone calls and takes messages for LAC Team
3. Maintain contact lists and contact information for tenants and support services
4. Manage a current list of agency representation at the LACs (update weekly and provide to Communications Specialist)
5. Collect time records for staff and site volunteers
6. Maintain accurate records of all LAC expenses
7. Maintain any significant historical data of the LAC operations:
 - Staff and volunteer sign-in and sign-out sheets
 - Activity Logs and Incidents
 - Customer Satisfaction Survey
8. Enter Customer Satisfaction Survey into database (if applicable)

Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding authority or assignment
- Sign in and wear the "Admin Support" vest
- Check in with LAC Manager
- Assist with station set-up
- Verify contact information
- Determine potential issues for LAC Manager based on the nature, scope and severity of the issue

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings
- Provide support to the LAC Team
- Refer all media to the Communications Specialist
- Function calmly in situations requiring a high degree of sensitivity, tact, and diplomacy
- Communicated 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

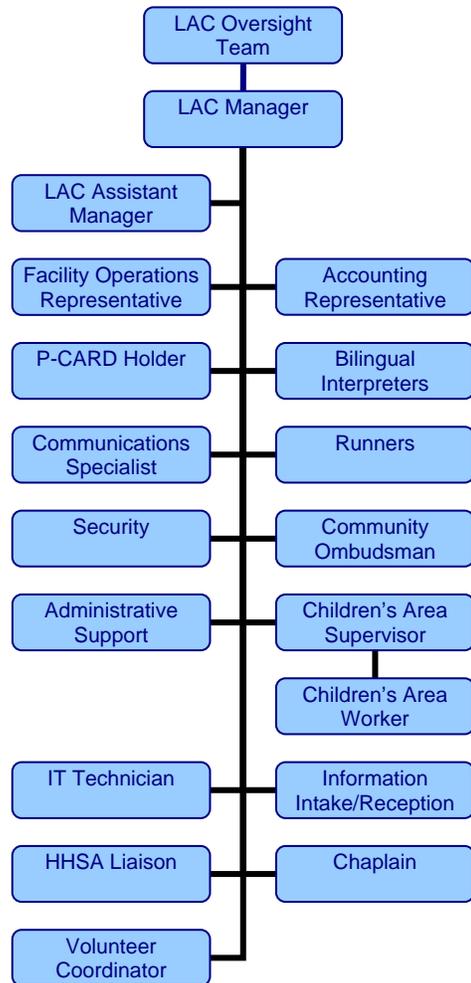
- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure all required forms and reports are completed and appropriately stored
- Contact your regular supervisor and notify of them 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



Bilingual Interpreter

Position Description

Bilingual Interpreters are used at LACs (Local Assistance Centers) to provide language translation assistance to non-English speakers and hearing impaired individuals assisting them in obtaining vital information and resources.

Responsibilities

1. Provide and/or coordinate language translation assistance for participating agencies and/or LAC attendees in need of assistance
2. Assist the LAC Manager in communicating information to the public at the LAC
3. Coordinate with the Oversight Team Human Resources Representative as additional needs develop
4. Assist non-English speakers by translating their needs and concerns to the appropriate agency
5. Interpret information for hearing impaired individuals
6. Maintain confidentiality of sensitive information
7. Effectively communicate in oral and written form
8. Knowledge of (one of the following): Spanish, Vietnamese, Tagalog, Farsi, or American Sign Language
9. Assist the LAC team with day-to-day operations if translation service duties are scarce

Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding authority or assignment
- Sign in and wear the "Bilingual Interpreter" vest
- Check in with LAC Manager
- Assist with station set up
- Verify contact information
- Determine potential issues for LAC Manager based on the nature, scope and severity of the issue

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings
- Refer all media to the Communications Specialist
- 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

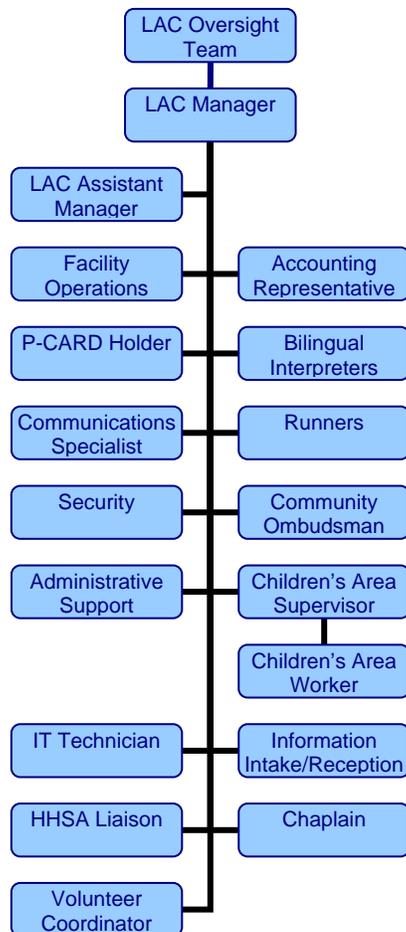
- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure all required forms and reports are completed and appropriately stored
- Contact your regular supervisor and notify of them 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



Chaplain

Position Description

Chaplains are used at LACs (Local Assistance Centers) to provide emotional support to LAC clients, provide support to LAC participants if requested, and provide observations to LAC Managers as needed.

Responsibilities

1. Provide emotional support by invitation of LAC clients
2. Provide support to LAC participants if requested by the individual
3. Provide observations to LAC Manager as needed
4. Coordinate with Community Ombudsman for support of residents if the need arises or support is needed

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 "Chaplain" vest
- Check in with LAC Manager
- Verify contact information
- Determine potential issues for LAC Manager based on the nature, scope and severity of the issue

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings
- Refer media to Communications Specialist
- Report situation status and resource status to the LAC Manager
- Advise LAC Manager 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

- Participate in the Demobilization Plan
- Demobilize when authorized by the LAC Manager
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate

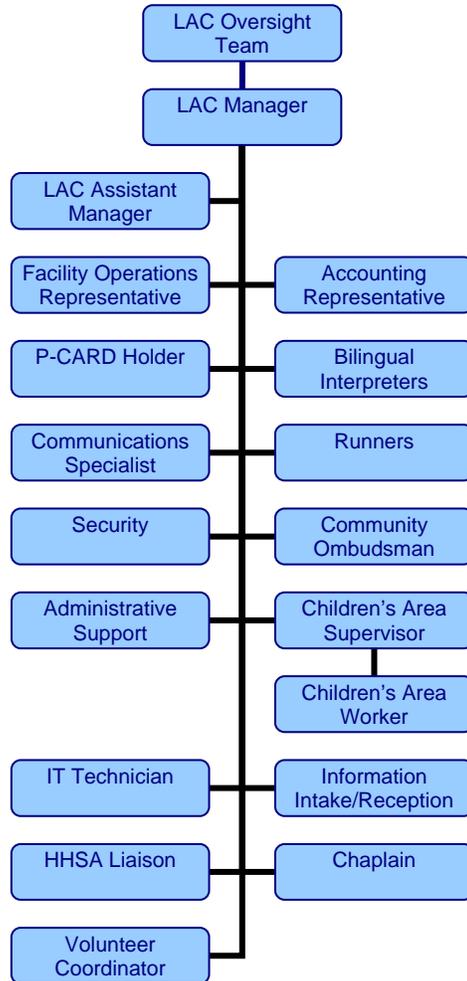
- Ensure that all required forms and reports are completed, close out activity logs, and provide all documentation to Administrative Support prior to your release and departure from the LAC
- Contact your regular supervisor and notify him/her of deactivation
- Leave forwarding information, including 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



Children's Area Supervisor

Position Description

The Children's Area Supervisor is responsible for overseeing Children's Area Workers and coordinates with the Oversight Team Children's Area Manager to ensure the safety of all children in the LAC. They are also responsible for the implementation of facility policies, procedures, and techniques that ensure the safety of all children.

Responsibilities

1. Oversee Children's Area Workers and children
2. Implement facility policies, procedures, and techniques to ensure the safety of children
3. Prepare incident and other written reports
4. Consult and communicate with shift leaders and Children's Area Workers concerning the needs of children
5. Coordinate with LAC Manager regarding concerns in the Children's Area
6. Coordinate with Oversight Team Children's Area Manager for supplies, resources, and additional assistance
7. Supervise and account for children
8. Engage children in appropriate activities
9. Oversee daily operations and coordinate with the LAC manager regarding issues
10. Observe and document high-risk needs in children
11. Develop plans and engage children in appropriate activities
12. Give verbal and physical reassurance and provide guidance to children in distress
13. Perform light housekeeping duties to ensure a neat, clean, and orderly environment
14. Assist in the intake and release of children
15. Assess security and hazardous situations or activities
16. Oversee and verify staff procedures in reuniting parents or guardian with children

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 "Children's Area Supervisor" vest
- Check in with LAC Manager and Oversight Team Children's Area Manager
- Assist with set up of LAC
- Verify contact information
- Determine potential issues for LAC Manager/Oversight Team Children's Area Manager based on the nature, scope and severity of the issue
- Review Children's Area Policies and Procedures
- Assess the status of your available resources

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings

- Refer media to the Communications Specialist
- Report situation status and resource status to the LAC Manager and Children's Area Manager
- Advise LAC Manager or Children's Area Manager 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 that all required forms and reports are completed, return all checked out equipment, and provide all documentation to Administrative Support prior to your release and departure from the LAC
- Contact any of your department/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

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Children's Area Workers

Position Description

Children's Area Workers are responsible for supervising children. They also establish and maintain a safe haven for children and provide child care services.

Responsibilities

1. Upon arrival at the LAC, Children's Area Workers are to sign in and check in with the LAC Manager
2. Wear a Children's Area Worker vest
3. Supervise and account for the children
4. Develop plans that engage children in appropriate activities
5. Implement facility policies, procedures, and techniques to ensure the safety of the children
6. Observe and document high risk needs in children
7. Prepare incident and other written reports
8. Give verbal and physical reassurance and provide guidance to children in distress
9. Approach and communicate with Children's Area Supervisor concerning behavior issues and the needs of children
10. Engage in light housekeeping duties to ensure an orderly environment, such as sanitizing toys and surfaces
11. Assist in the intake and release of children

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 "Children's Area Workers" vest
- Check in with LAC Manager and Children's Area Supervisor
- Assist with activation and set up of LAC
- Review Children's Area Policies and Procedures
- Verify contact information
- Assess the status of your available resources

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings
- Refer media to the Communications Specialist
- Report situation status and resource status to the Children's Area Supervisor
- Advise Children's Area Supervisor 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

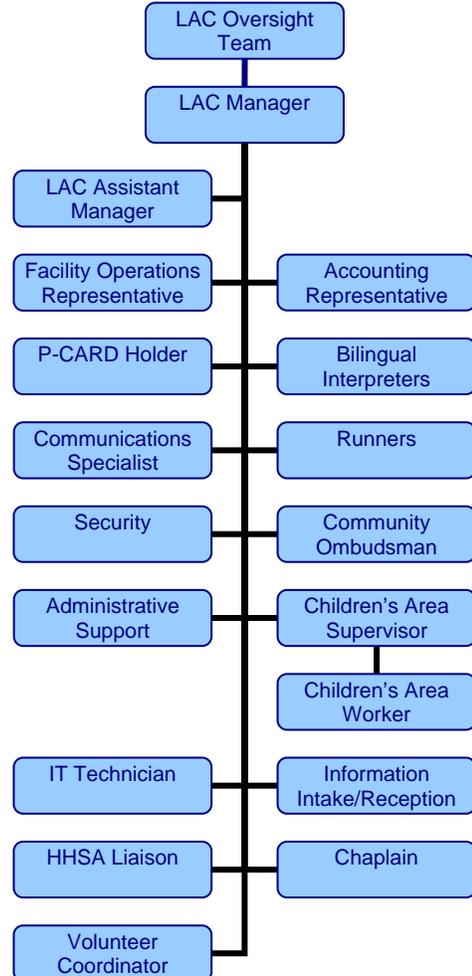
- Demobilize when authorized by the LAC Manager
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure that all required forms and reports are completed, close out activity logs, return all checked out equipment, and provide all documentation to Administrative Support prior to your release and departure from the LAC
- 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



Communications Specialist

Position Description

The Communications Specialist is assigned to the Local Assist Center (LAC) and reports to the LAC Manager. The Communications Specialist is responsible for handling media contact and providing assistance to the LAC Manager during VIP visits. The Communications Specialist coordinates with the Oversight Team Media Relations Manager. If resources permit, the Communications Specialist should be at the LAC during the first two weeks of operations and then as needed.

Responsibilities

1. Maintain and communicate media updates to the Joint Information Center
2. Communicate with the Joint Information Center about LAC hours of operation and services provided
3. Inform LAC Manager and Joint Information Center personnel of all positive or negative situations that could become newsworthy - including public feedback about LAC services
4. Coordinate with LAC Manager to conduct all media interviews
5. Write talking points for appropriate County representatives
6. Escort media during LAC visits
7. Provide assistance to the LAC Manager during VIP visits and report VIP visits to Joint Information Center personnel
8. Provide guidance for handling media requests to LAC Manager
9. Provide LAC press releases to Joint Information Center (JIC), as directed by JIC Manager (All press releases will be disseminated by JIC personnel.)

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 "Communications Specialist" vest
- Check in with LAC Manager and Oversight Team Media Relations Manager
- Verify contact information
- Determine potential issues for LAC Manager/Oversight Team Media Relations Manager based on the nature, scope and severity of the issue

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings
- Report situation status to the LAC Manager and JIC
- Advise LAC Manager or Media Relations Manager 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

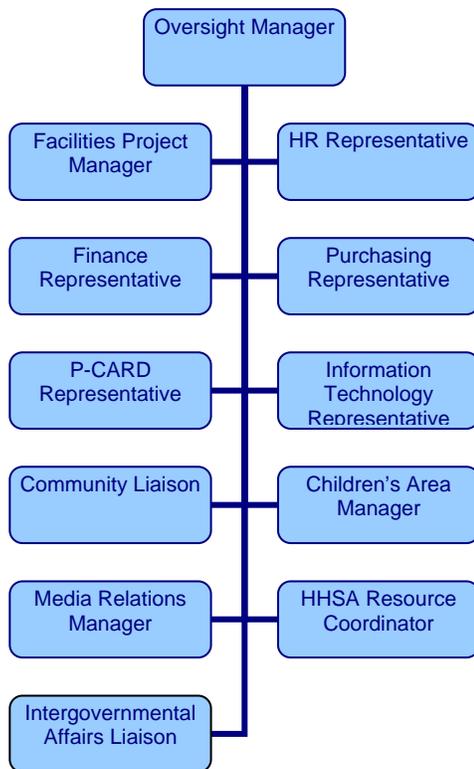
- Brief your relief at shift change to ensure ongoing activities are identified and follow-up requirements are known
- At the end of each shift, sign out and return the vest

Deactivation Phase Actions

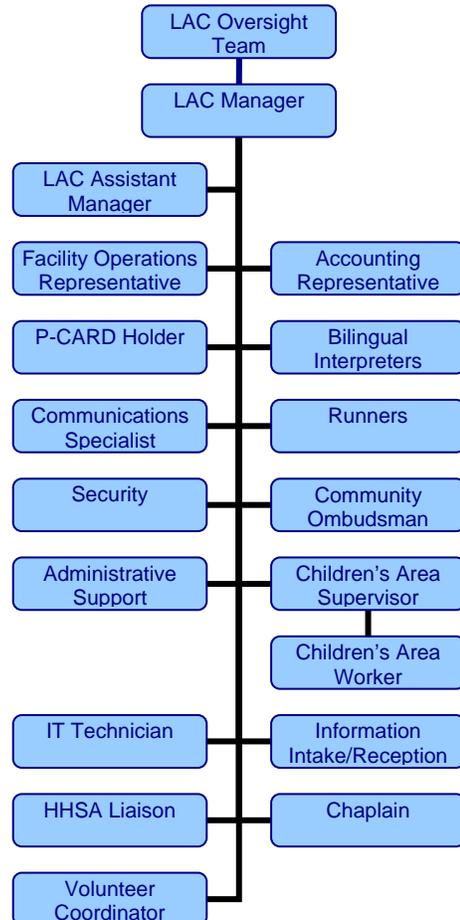
- Demobilize when authorized by the LAC Manager
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure that all required forms and reports are completed and provide all documentation to Administrative Support prior to your release and departure from the LAC
- Contact any of your 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



Community Ombudsman

Position Description

Ombudsmen act as an impartial source of information and referral, respond to individuals' questions and issues, and attempts to resolve situations to everyone's satisfaction. They are impartial and respect the interest and rights of all parties involved.

Responsibilities

1. Receive, investigate, and resolve resident issues
2. Be aware and inquire from clients if they were being served in a professional manner
3. Provide updates at staff and tenant meetings
4. Inform staff and tenants of findings
5. Maintain quality assurance by roving throughout the LAC and interacting with the public
6. Update LAC Manager of findings
7. Coordinate with the Community Liaison to address community issues at LACs
8. Work closely with the Chaplain to provide service to the resident(s)
9. Watch for unmet needs of those waiting and communicate those needs to the LAC Facilities Manager, such as shade, water, or chairs

Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding authority or assignment
- Sign in and wear the "Community Ombudsman" vest
- Check in with LAC Manager
- Assist with station set up
- Verify contact information
- Via the LAC Manager, educate staff to direct all issues of concern to the Ombudsman
- Determine potential issues for LAC Manager based on the nature, scope and severity of the issue

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings
- Refer all media to the Communications Specialist
- 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

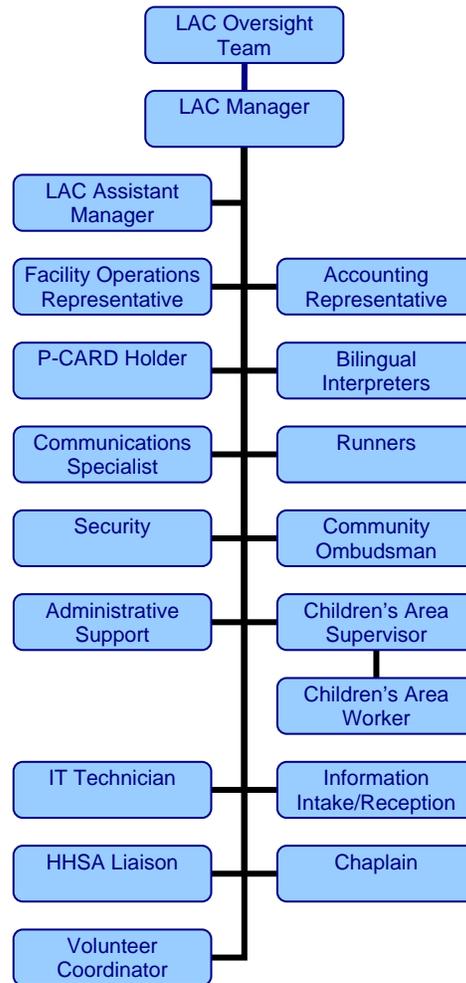
- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure all required forms and reports are completed and appropriately stored
- Contact your regular supervisor and notify of them 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



Facility Operations Representative

Position Description

The Facility Operations Representative is assigned to the Local Assistance Center (LAC) and reports to the LAC Manager. The representative maintains daily operations of the facility, contracted services, and security operations. Facility Operations also coordinates with the LAC Manager and Security to help establish a secure location.

Responsibilities

1. Maintain daily operations of the facility, contracted services and security operations
2. Establish communications with Oversight Team Facilities Project Manager and complete remaining items on LAC Checklist
3. Submit Field Status Reports
4. Monitor traffic control and parking issues
5. Ensure exterior lighting is sufficient
6. Monitor pending and recurring issues and establish action plan
7. Coordinate with LAC Manager and Security to establish restricted areas, determine security points, and facilitate security operations

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 "Facility Operations Representative" vest
- Check in with LAC Manager
- Assist with activation and set up of LAC
- Verify contact information
- Determine potential issues for LAC Manager/Oversight Team Facilities Project Manager 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
- Ensure all County-owned resources are clearly marked, including new purchases
- Attend ongoing situation briefings
- Refer media to Communications Specialist
- Report situation status and resource status to the LAC Manager and your home agency, as necessary
- Advise LAC Manager or Facilities Project Manager 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

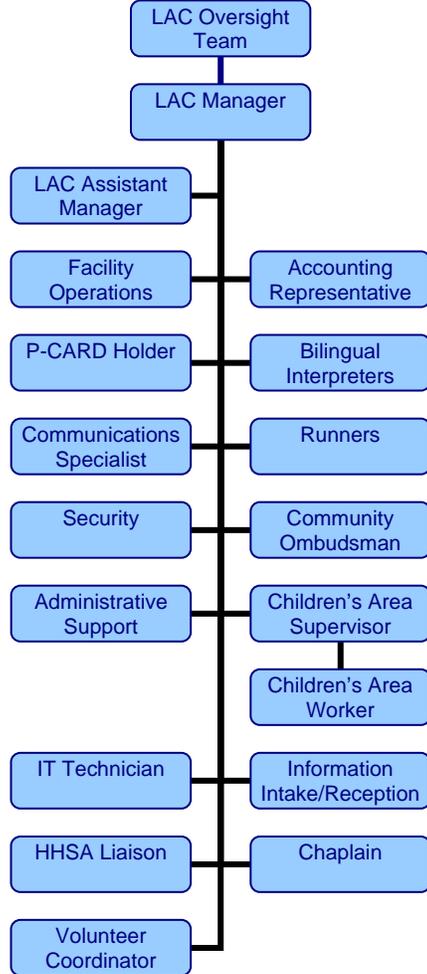
- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Arrange for rental return and document date and time
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure that all required forms and reports are completed, close out activity logs, return all checked out equipment, and provide all documentation to Administrative Support prior to your release and departure from the LAC
- Contact any of your 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



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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

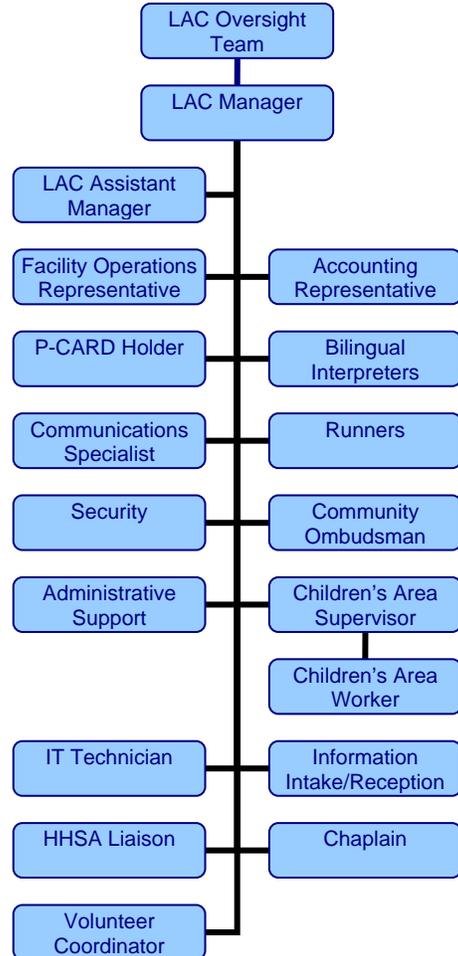
- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure all required forms and reports are completed and provide all documentation 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



Information Intake/Reception

Position Description

Information Intake/Reception personnel are responsible for providing direction and assistance to customers, facilitating crowd control and processing personal information into the Intake Website.

Responsibilities

1. Process application information into Intake Website
2. Assist in the development/updates of maps, bulletin boards, information brochures and resource inventory
3. Provide direction and assistance to customers
4. Facilitate in crowd control
5. Provide assistance to the LAC staff as needed
6. Alert LAC Manager of any emerging trends, issues or concerns that could be addressed to make service smoother

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 "Info/Intake Reception" vest
- Check in with LAC Manager
- Assist with set up of LAC
- Set up workspace and verify contact information
- Determine potential issues for LAC Manager based on the nature, scope and severity of the issue
- Assess the status of your available resources

Operational Phase Actions

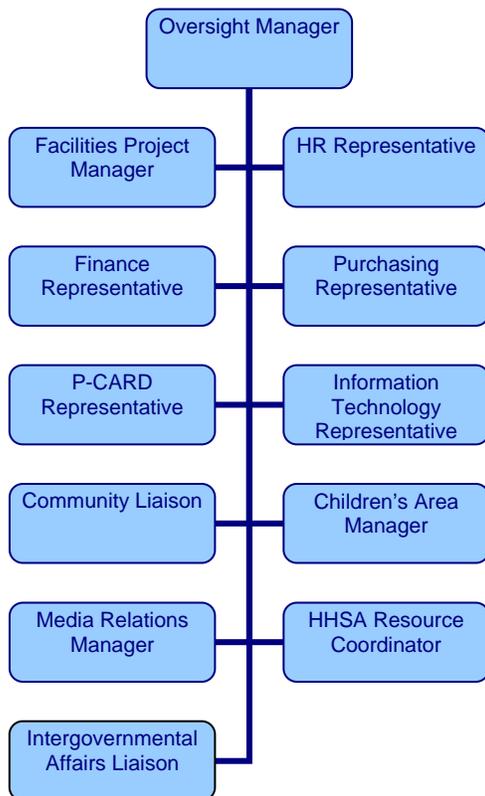
- Review position responsibilities
- Attend ongoing situation briefings
- Refer media to Communications Specialist
- Report situation status and resource status to the LAC Manager
- Advise LAC Manager for issues affecting operations
- Function calmly in situations requiring a high degree of sensitivity, 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
- Work with Admin Support to Develop and update LAC layout maps, bulletin boards and information brochures to give to customers

Deactivation Phase Actions

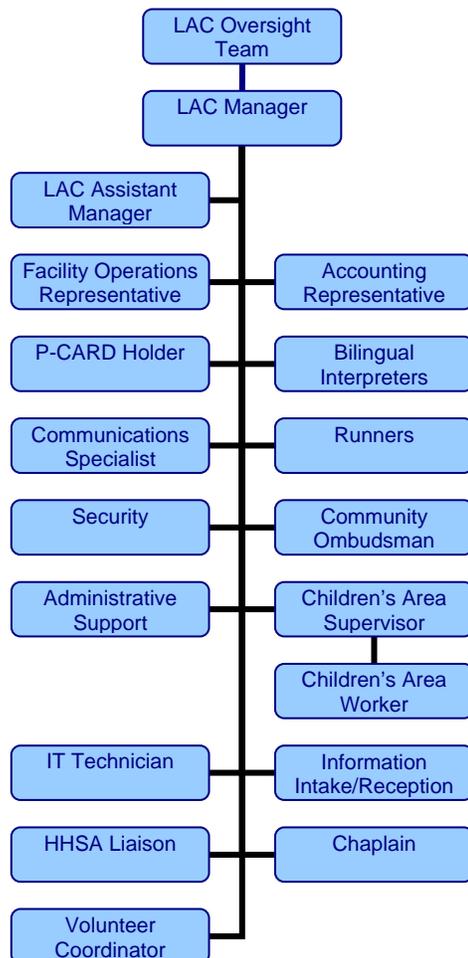
- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure that all required forms and reports are completed and provide all documentation to Administrative Support prior to your release and departure from the LAC
- Contact any of your department/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



Information Technology (IT) Technician

Position Description

The Information Technology (IT) Technician is assigned to the Local Assistance Center (LAC) to establish and support communications and electronic functions. The IT Technician coordinates actions and submits requests to the LAC Oversight Team IT Representative.

Responsibilities

1. Set up and configure network systems, printers, fax machines, copying/scanning machines and wireless devices for connectivity to the County's P: Drive for County Staff
2. Assist participating agencies/organizations with internet connectivity
3. Monitor IT needs
4. Provide and establish access to a centralized share folder on the County network P: Drive for County staff.
5. Troubleshoot network configuration issues for LAC Participants
6. Maintain communications with Oversight Team IT Representative

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 "IT Technician" vest
- Check in with LAC Manager
- Assist with set up of LAC
- Verify contact information
- Determine potential issues for LAC Manager/Oversight Team contact 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
- Verify connection to the County's P-Drive for County Staff

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings
- Refer media to the Communications Specialist
- Report situation status and resource status to the LAC Manager and your home agency, as necessary
- Advise LAC Manager or Oversight Team contact 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

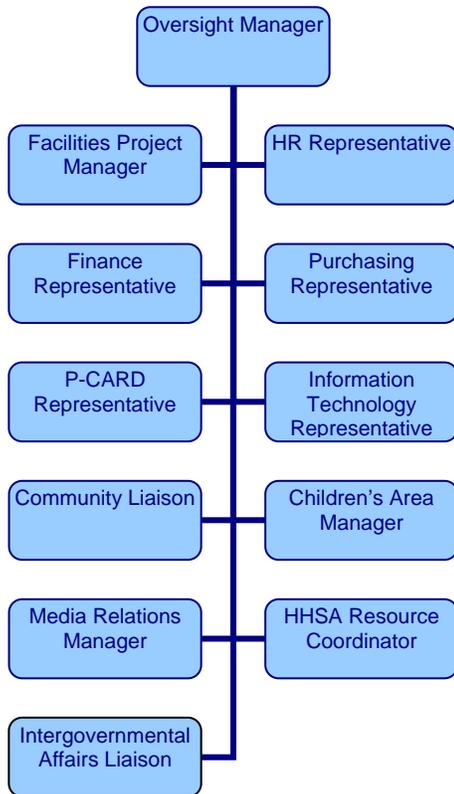
- Brief your relief at shift change to ensure ongoing activities are identified and follow-up requirements are known
- At the end of each shift, sign out and return the vest

Deactivation Phase Actions

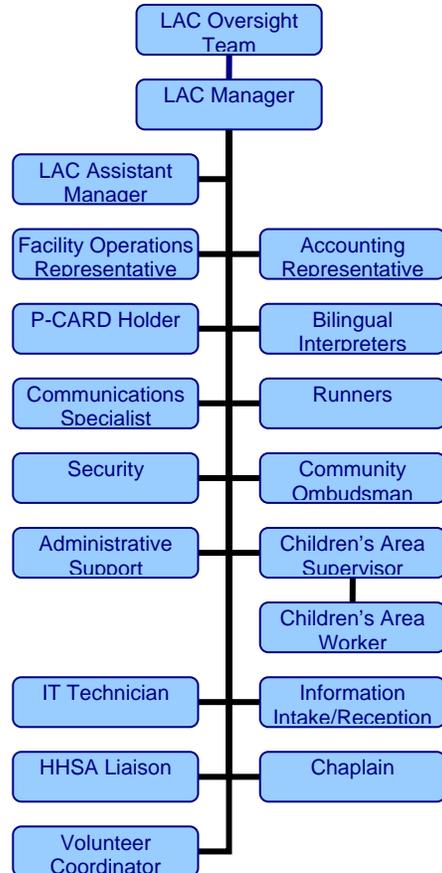
- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure that all required forms and reports are completed, return all checked out equipment, and provide all documentation to Administrative Support prior to your release and departure from the LAC
- Contact any of your department/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



LAC Assistant Manager

Position Description

The Local Assistance Center Assistant Manager supports the LAC Manager. In the absence of the LAC Manager, the Assistant Manager assumes management of LAC operations.

Responsibilities

1. Assume management of operations in absence of the LAC Manager
2. Provide assistance to the LAC Manager
3. Supervise LAC operations
4. Oversee problem areas, including crowd control
5. Address long wait times by requesting additional resources
6. Inspect operations and processes to identify and improve processes
7. Enforce County, State, and Federal rules, guidelines, and regulations regarding LAC operations and documentation
8. Prepare reports, forms, etc as required

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 “LAC Assistant Manager” vest
- Check in with LAC Manager
- Assist with the activation and set-up of LAC
- Set up workspace and verify contact information
- Determine potential issues for LAC Manager based on the nature, scope and severity of the issue

Operational Phase Actions

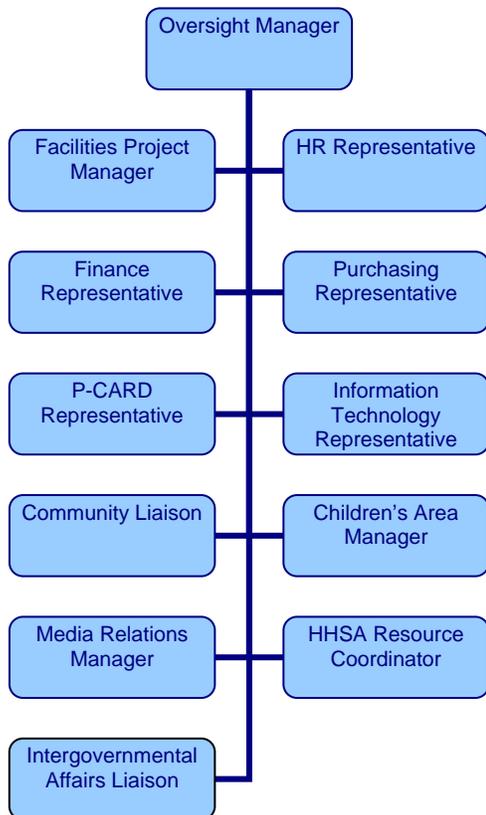
- Review position responsibilities
- Attend ongoing situation briefings
- Refer media to the Communications Specialist
- Facilitate in the collection, drafting and submission of statistical data and forms necessary to report to the Oversight Manager
- Function calmly in situations requiring a high degree 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 vest

Deactivation Phase Actions

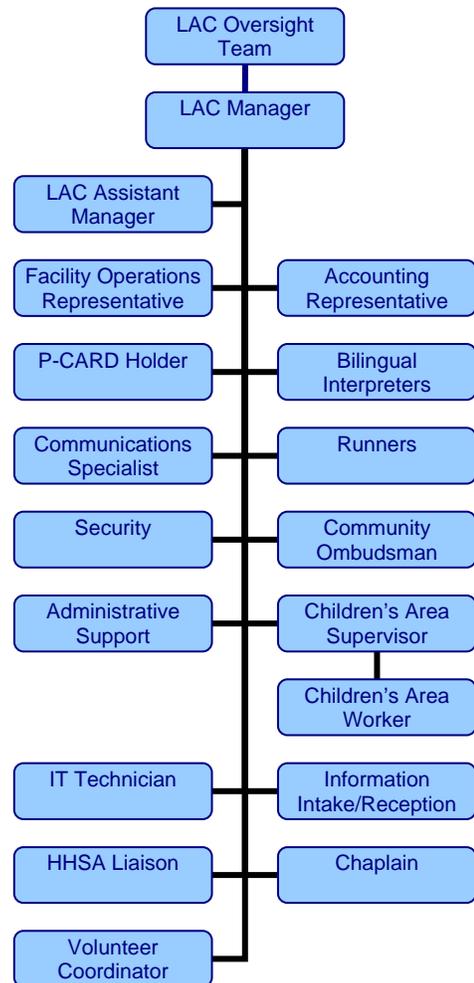
- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure that all required forms and reports are completed, close out activity logs, return all checked out equipment, and provide all documentation to the Administrative Support prior to your release and departure from the LAC
- Contact your regular supervisor and notify of them 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



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

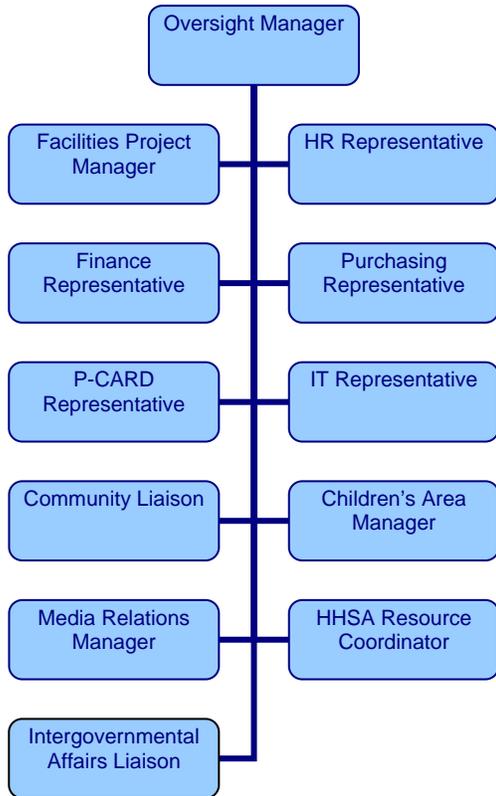
- Review position responsibilities
- Organize and facilitate daily and weekly meetings with LAC staff and tenants
- Refer media to Communication Specialist
- Establish reasonable wait times for services before requiring additional action
- Educate staff to direct all issues of concern to the Community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

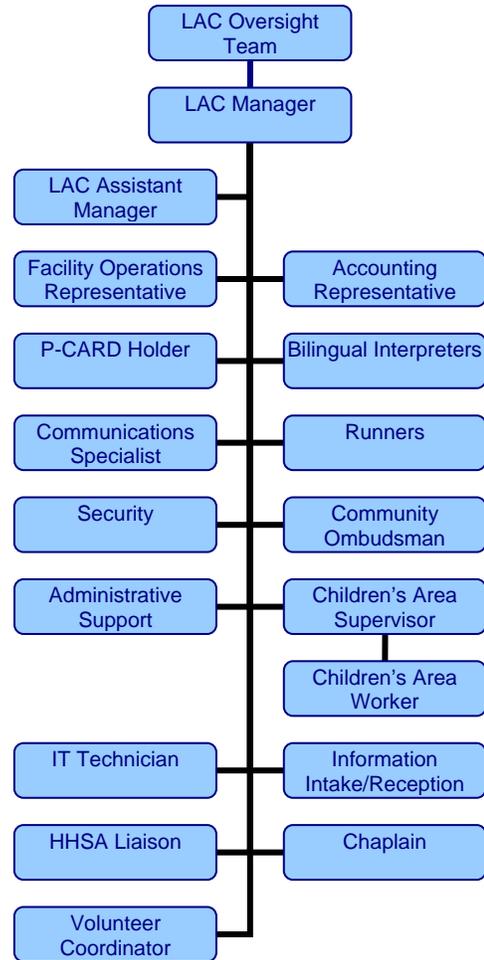
- Participate in the Demobilization Plan
- Ensure any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure that all required forms and reports are completed, close out activity logs, return all checked out equipment, and provide all documentation 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



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P-CARD Holder

Position Description

The P-CARD Holder is responsible for upholding P-CARD purchasing rules and making purchases for eligible transactions.

Responsibilities

1. Upon arrival at the Local Assistance Center (LAC), the P-CARD Holder is to sign in and check in with the LAC Manager
2. Address purchasing policy issues
3. Ensure P-CARD purchases are made in accordance with P-CARD Training
4. Get approval for purchases
5. Obtain and document quotes for purchases over \$1000
6. Forward verified transactions via Oracle to the approving official
7. Access Oracle to enter descriptions, POETA, and verify each transaction before sending transactions to approving official

Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding authority or assignment
- Sign in and wear the "P-CARD Holder" vest
- Check in with LAC Manager
- Check in with Oversight Team Purchasing Representative
- Review P-CARD purchasing rules and guidelines for acceptable and non-acceptable transactions
- Verify contact information
- Contact counterparts in home agency and establish lines of communication

Operational Phase Actions

- Review position responsibilities
- Refer media to Communications Specialist
- Attend ongoing situation briefings
- Consult with P-CARD Representative on Oversight Team for clarification
- Report situation status and resource status to the LAC Manager and your home agency, as necessary
- Advise LAC Manager or P-CARD Representative 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

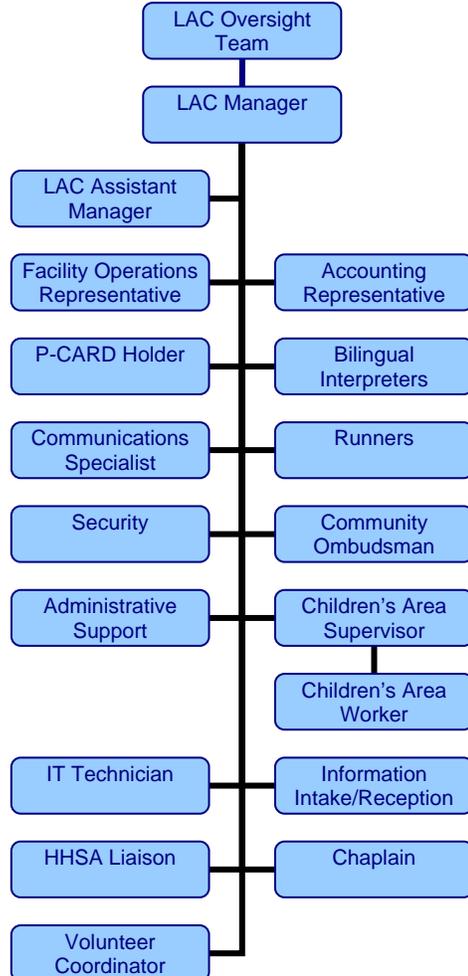
- Participate in the Demobilization Plan
- Demobilize when authorized by the LAC Manager
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure that all required forms and reports are completed, close out activity logs, return all checked out equipment, and provide all documentation to Administrative Support prior to your release and departure from the LAC
- Contact your regular supervisor and notify of 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



Runner

Position Description

Runners are used at LACs (Local Assistance Centers) to provide information, assistance, and distribution services.

Responsibilities

1. Provide assistance to the LAC staff
2. Assist in setup and/or breakdown of LAC reception, registration areas and departmental areas if needed
3. Facilitate in information distribution and message delivery between agencies
4. Assist with reception as needed
5. Assist in the setup of equipment, supplies, technology, and services
6. Assist with information intake if needed
7. Provide visitor guidance
8. Distribute and collect Customer Surveys

Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding authority or assignment
- Sign in to the LAC and wear the "Runner" vest
- Check in with LAC Manager
- Assist with station set up
- Verify contact information
- Determine potential issues for LAC Manager based on the nature, scope and severity of the issue

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings
- Refer all media to the Communications Specialist
- 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

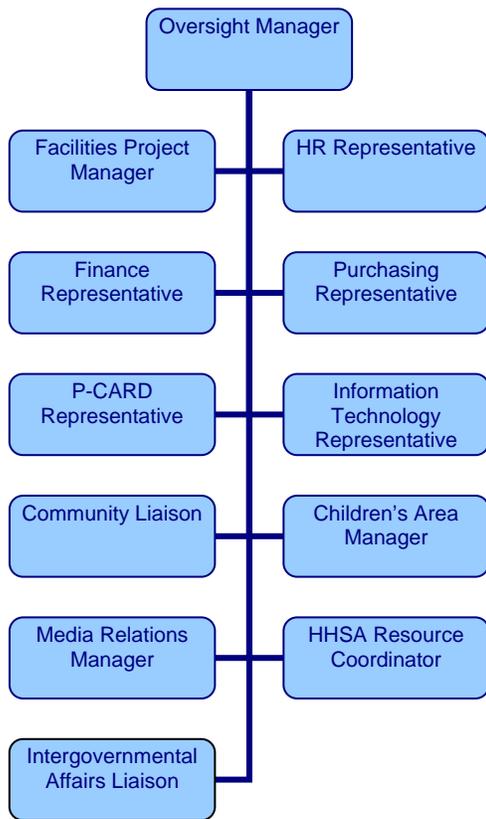
Deactivation Phase Actions

- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan

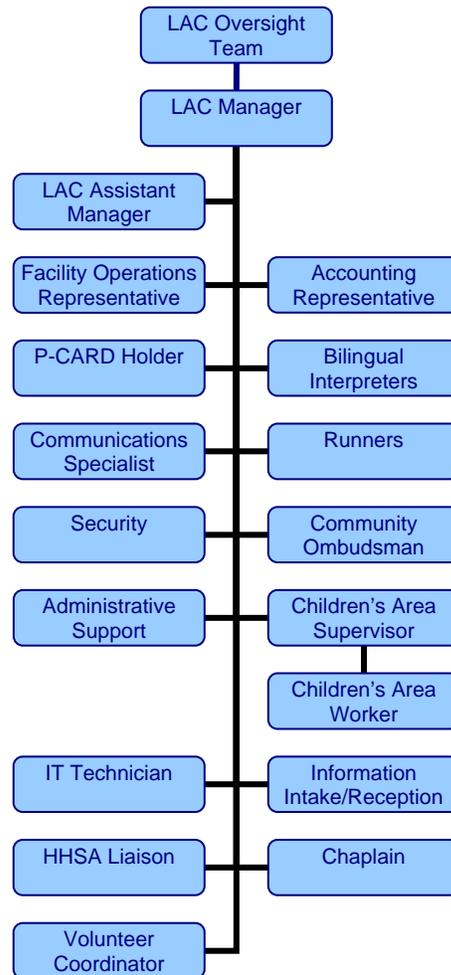
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure all required forms and reports are completed and appropriately stored
- Contact your regular supervisor and notify of them of deactivation
- Leave forwarding information, 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



Security

Position Description

Security will ensure a secure environment within and outside the Local Assistance Center (LAC) operational area. Security is responsible for evaluating and advising the LAC Manager of any conditions that might compromise the security of the facility and emergency personnel.

Responsibilities

1. Upon arrival at the LAC, Security is to sign in and check in with the LAC Manager
2. Coordinate with Facility Operations Representative to set up and maintain security operations
3. Maintain physical security of the LAC
4. Coordinate with local law enforcement
5. Maintain crowd control
6. Report changes and/or updates to LAC Manager and Facility Operations Representative

Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding your authority and assignment
- Sign in
- Check in with LAC Manager
- Verify contact information
- Determine potential issues for LAC Manager contact based on the nature, scope and severity of the issue

Operational Phase Actions

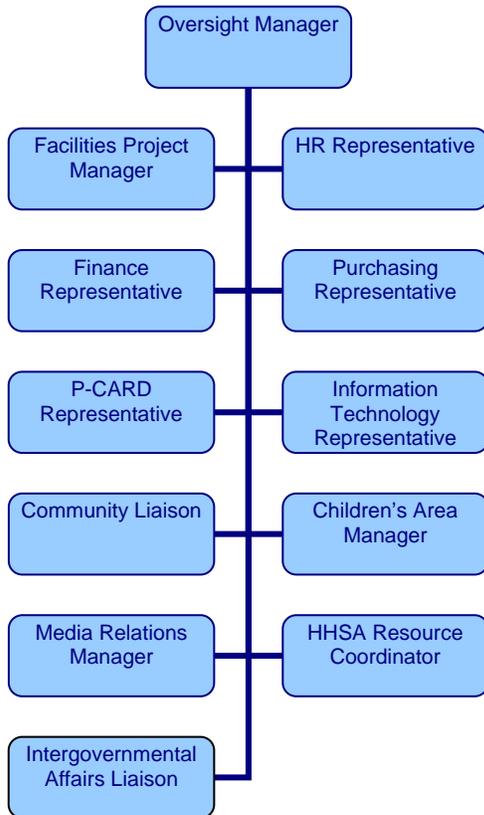
- Review position responsibilities
- Review evacuation plan for LAC
- Attend ongoing situation briefings
- Refer media to Communications Specialist
- Report situation status and resource status to the LAC Manager and your home agency, as necessary
- Advise LAC Manager for issues affecting operations
- 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

Deactivation Phase Actions

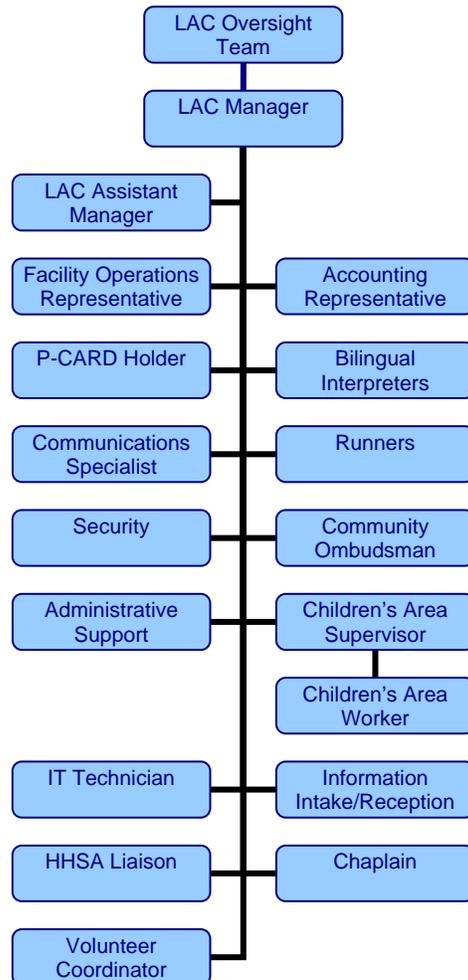
- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure that all required forms and reports are completed, close out activity logs, return all checked out equipment, and provide all documentation to Administrative Support prior to your release and departure from the LAC
- Contact any of your 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 pager or cell numbers and email
- Sign out
- Participate in the LAC After Action Report

Organizational Structure

LAC OVERSIGHT TEAM



LAC TEAM



Volunteer Coordinator

Position Description

The Volunteer Coordinator is assigned to the Local Assistance Center (LAC) and reports to the LAC Manager. The Volunteer Coordinator researches volunteer opportunities for convergent community volunteers. The Volunteer Coordinator works closely with Volunteer San Diego.

Responsibilities

1. Direct community volunteers/residents who converge to help to Volunteer San Diego to register, if not bearing a Disaster Service Worker card
2. Identify volunteer opportunities with tenants
3. Act as a conduit of volunteer services with LAC staff
4. Direct volunteers from Volunteer San Diego to service areas needing help
5. Maintain list of current volunteers with contact information and hours of service

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 "Volunteer Coordinator" vest
- Check in with LAC Manager
- Verify contact information
- Determine potential issues for LAC Manager based on the nature, scope and severity of the issue

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings
- Refer media to Communications Specialist
- Report situation status and resource status to the LAC Manager
- Advise LAC Manager contact 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

