**Job Action Sheets**

**Operations Section**

**General Overview of the Operations Section**

**There are 3 “Key” Branches in the Operations Section**

**Medical Branch**

Triage Forms Distribution Medical Screening Meds/Vaccine Distribution Meds/Vaccine Travel TeamsIllness Clinic

**Patient Flow Branch Clinic Education & Mental Health Branch**

Greeters Patient Education

Patient Flow Mental Health Services

Special Needs / Interpreters Exit Review

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**POD Organizational Chart Showing All Identified Positions**

(Select Only Those Positions You Feel You Will Need - Expand & Contract Positions As Necessary)



**Operations Section Chief**



**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Medical Screening Area

**Person You Report To:** POD Manager

**Persons Reporting to You:** Medical Branch Director, Patient Flow Director, Education & Mental Health Branch Director

**Job Description:** To manage & oversee the overall Operations functions of the POD.

Key services your section provides include:

* + - Greetings
    - Patient Flow
    - Forms Distribution
    - Triage-Evaluation & Evacuation of Ill or Symptomatic people
    - Medical Screening
    - Medication Dispensing or Vaccination
    - Mental Health Services
    - Special Needs Services
    - Meds/Vaccine Travel Teams to provide outreach services for shut-ins, special populations or institutions that can administer Meds/Vaccine to their people with minimal instruction.

**Recommended Qualifications:** ICS 100, 200, Has Read the POD plan, Organizational & Management skills, has Supervisory experience.

**Operations Section Chief *– (Cont.)***

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with POD Manager.

􀂉 Attend briefing.

􀂉 Conduct briefing for those reporting to you.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 At initial briefing, identify units within the section to be activated and resources required for section operations. Ensure section is ready to receive patients, signs are up & staff is in place.

􀂉 Monitor client flow patterns and work to correct any problems through the Patient Flow Branch Director.

􀂉 Obtain information and updates from those reporting to you for resources needed.

􀂉 Communicate all requests for incoming and outgoing resources with POD Manager.

􀂉 Request the need for additional pharmaceuticals as determined by the pharmacy through the Logistics Chief.

􀂉 Coordinate with other Section Chiefs to ensure efficient POD Operations.

􀂉 Provide routine progress and/or status reports to POD Manager.

􀂉 Ensure all documents and reports are complete for the Operations Section and submitted appropriately.

* Pharmaceutical records submitted to POD Manager.
* Patient information tracking forms and related documents submitted to Data Entry through the Logistics Section Chief.
* All completed Job Action Sheets, Unit Logs and General Messages to POD Manager.

􀂉 Ensure scheduled breaks and relief for the section is being appropriately handled.

􀂉 Review and confirm staffing levels for next day or next shift with directors and supervisors.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Perform other duties as assigned and approved by the POD Manager.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Operations Section Chief *– (Cont.)***

**Feedback/Comments:**

**Medical Branch Director**



**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Operations Area

**Person You Report To:** Operation Section Chief

**Persons Reporting to You:** Triage/Evaluation Group Supervisor, Medication/Vaccination Group Supervisor, Meds/Vaccine Travel Team Leader.

**Job Description:** To manage & oversee the overall medical services provided by the POD.

Key services your Branch provides include:

* + - Medical Forms Distribution & Screening,
    - Triage-Evaluation-Evacuation of ill/symptomatic people,
    - Medical Screening, Medication Dispensing or Vaccination,
    - Meds/Vaccine Travel Teams to provide outreach services for shut-ins, special populations or institutions that can administer Meds/Vaccine to their people with minimal instruction.

**Recommended Qualifications:** ICS 100, 200, knowledge of the POD plan, general understanding of medicine, organizational skills and management experience.

**Note:** If a large number of travel teams are being utilized... the **Medical Branch Director** may elect to “delegate” coordination of the Meds/Vaccine travel teams to a “**Travel Teams Coordinator**” who will assume those responsibilities.

**Medical Branch Director -** *Continue*

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with the Operations Section Chief.

􀂉 Attend briefing.

􀂉 Conduct briefing for those reporting to you.

􀂉 Report to your assigned area for observation before beginning duties as needed and coordinate with the Medical Branch Director on the previous shift.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 At initial briefing, identify units within the Branch to be activated and resources that may be required to carry out those operations.

􀂉 Ensure all functions within your Branch are ready to receive patients, signs are up & staff is in place.

􀂉 Monitor client flow patterns and work to correct any problems through the Patient Flow Branch Director.

􀂉 Obtain information and updates from those reporting to you for resources needed.

􀂉 Provide periodic info updates to your subordinate sections to keep them in the loop.

􀂉 Request personnel & Equipment resources through the Operations Section Chief.

􀂉 Request the need for additional pharmaceuticals or supplies as determined by the pharmacy through the Logistics Chief.

􀂉 Monitor the status of the Triage/Evaluation Group, Medication/Vaccination Group, and Meds/Vaccine Travel Teams, make adjustments as necessary.

􀂉 Direct the activities of the Meds/Vaccine Travel Teams, and prioritize their missions and ensure they have the resources to fulfill those missions (locations, meds, personnel & materiel).

􀂉 Instruct appropriate staff on the policies and methods for administration of vaccine or dispensing of medications.

􀂉 Monitor client flow patterns and assist the Operations Chief in correcting any problems.

􀂉 When station supervisors report disruptions and changes in client flow, report to Operations Chief.

􀂉 Provide routine progress and/or status reports to the Operations Section Chief.

􀂉 Ensure consistency in information provided to clients at all stations.

􀂉 Ensure that proper documentation is maintained for all station activities.

􀂉 Ensure all documents and reports are complete for your Branch and submitted appropriately.

􀂉 Ensure scheduled breaks and relief for the section is being appropriately handled.

􀂉 Review and confirm staffing levels for next day or next shift with directors and supervisors.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Perform other duties as assigned and approved by the Operations Section Chief.

**Medical Branch Director -** *Continue*

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the Public Information Officer (PIO).

**Feedback/Comments:**

**Triage/Evaluation Group Supervisor**



**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Operations Area (Triage & Medical Screening)

**Person You Report To:** Medical Branch Director

**Persons Reporting to You:** Medical Screening Team Leader, Triage Team Leader, Ill Clinic Team Leader, Forms Team Leader

**Job Description:** To Supervise and manage all operational functions in your Group pertaining to:

* Medical Screening form distribution & patient forms assistance,
* Triaging of the public for ill/symptomatic persons, referral of ill persons to the illness evaluation center and follow-on transport to illness treatment center as appropriate,
* Medical pre-screening & registration of the public to ensure that they qualify for meds/vaccine,
* To “fast-track” folks with no medical problems or special needs through the screening process (as appropriate).
* Referral of persons with unique medical circumstances to medical counseling for resolution,
* Referral of persons with Mental Health needs or Special Needs (as appropriate).

The **main purpose** for the **Triage & Evaluation Group** is to screen & qualify folks to go to the next group (Meds/Vaccine) to receive their medications or vaccines.

**Recommended Qualifications:** General medical knowledge, organizational skills and management experience.

**Triage/Evaluation Group Supervisor *– (Cont.)***

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with the Medical Branch Director.

􀂉 Attend briefing.

􀂉 Conduct briefing for those reporting to you.

􀂉 Report to your assigned area for observation before beginning duties as needed and coordinate with your predecessor on the previous shift.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 At initial briefing, identify units within the section to be activated and resources required for your Group’s operations. Ensure your folks are ready to receive patients, signs are up & staff is in place.

􀂉 Obtain information and updates from those reporting to you for resources needed.

􀂉 Communicate all requests for incoming and outgoing resources with the Medical Branch Director.

􀂉 Check in with your managers to ensure that they have adequate supplies, personnel & other resources to continue to provide services. Request the need for additional supplies through the Medical Branch Director.

􀂉 Ensure that your people have the appropriate Personal Protective Equipment (PPE) for their duties.

􀂉 Ensure that medical privacy & HIPPA guidelines are being followed as appropriate to the situation.

􀂉 Act as liaison between the managers in your group and shift resources as necessary.

􀂉 Review the Triage guidelines for the current incident and ensure that the Triage staff has a “firm definition” of what symptoms or criteria identifies persons to be screened out for evaluation at the “Illness Clinic”.

􀂉 Provide routine progress and/or status reports to the Operations Section Chief.

􀂉 Ensure all documents and reports are complete for section and submitted appropriately.

􀂉 Ensure scheduled breaks and relief for the section is being appropriately handled.

􀂉 Review and confirm staffing levels for next day or next shift with directors and supervisors.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Triage/Evaluation Group Supervisor** *- Continue*

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Medical Screening Team Leader**

****

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Medical Screening Area

**Person You Report To:** Triage/Evaluation Group Supervisor

**Persons Reporting to You:** Medical Screeners

**Job Description:** Supervise & Manage the Medical Screening staff.

* + - * Ensure thateach person has filled out the medical screening forms,
      * That the medical screeners refer persons with contraindications to the Medical Counseling Area,
      * And persons with NO contraindications go to the Meds Dispensing/ Vaccination Area.

**Recommended Qualifications:** Ability to supervise and manage people.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Attend briefing.

􀂉 Report to your assigned clinic area for observation before beginning duties as needed.

**Medical Screening Team Leader *– (Cont)***

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Set-up Medical Screening area as appropriate.

􀂉 Review contraindication procedures with the Triage/Evaluation Group Supervisor

􀂉 Ensure that staff is properly reviewing the completed survey forms and making the proper referrals.

􀂉 Assure that persons with NO contraindications are directed to the Meds Dispensing/ Vaccination Area

􀂉 Assure that persons with contraindications are directed to the Medical Counseling Area to be seen by the Medical Evaluators

􀂉 Maintain client flow.

􀂉 Provide routine progress and/or status reports to Triage/Evaluation Group Supervisor.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Medical Screener**

****

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Medical Screening Area

**Person You Report To:** Medical Screening Team Leader

**Job Description:** Using the medical screening forms and from talking to patients, assure that all persons are screened for contraindications.

* Refer persons with contraindications to the Medical Counseling Area
* Refer and persons with NO contraindications to the Meds Dispensing/Vaccination Area.

**Recommended Qualifications:** Ability to survey people.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Read this entire Job Action Sheet and those of those you supervise.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Attend briefing.

􀂉 Report to your assigned clinic area for observation before beginning duties as needed.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Obtain briefing from the Medical Screening Team Leader.

􀂉 Review the list of contraindications with Medical Screening Team Leader.

􀂉 Assist persons with completing screening form(s).

􀂉 Direct persons with NO contraindications to the Meds Dispensing/Vaccination Area.

􀂉 Direct persons with contraindications to the Medical Counseling Area.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

**Medical Screener *- (Cont.)***

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the Public Information Officer (PIO).

**Feedback/Comments:**

**Triage Team Leader**

****

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Triage Area

**Person You Report To:** Triage/Evaluation Group Supervisor

**Persons Reporting to You:** Triage Staff

**Job Description:** Manage the Screening & Identification of all ill or symptomatic individuals prior to them entering the main POD building and refer them to the Illness Clinic for evaluation.

**Qualifications:** Medical Background Required – Physician, PA-C, NP, Nurse, Paramedic, or other trained medical professional

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Read this entire Job Action Sheet and those of those you supervise.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Attend briefing.

􀂉 Report to your assigned clinic area for observation before beginning duties as needed.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Ensure station has appropriate equipment and is set-up properly.

􀂉 Check equipment for serviceability and supply expiration dates as appropriate

􀂉 Ensure appropriate signage is in place

􀂉 Obtain briefing from the Triage/Evaluation Group Supervisor

**Triage Team Leader *– (cont.)***

􀂉 Review Triage guidelines with the Triage/Evaluation Group Supervisor

􀂉 Observe clients entering the clinic site for visible symptoms.

􀂉 Assess visibly ill clients, and determine whether or not they are symptomatic.

􀂉 Direct person with an illness that day or persons with symptoms suggestive of the disease we are trying to prevent, to the Illness Clinic for medical evaluation.

􀂉 Follow established medical procedure emergency protocols Maintain tracking documents as needed.

􀂉 Maintain client flow.

􀂉 ***Try to keep families together***, even if one member of the family is sent on to the Illness Clinic, have the rest of the family be given meds/vaccine there also.

􀂉 Provide routine progress and/or status reports to Triage/Evaluation Group Supervisor.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Triage Staff**

****

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Triage Area

**Person You Report To:** Triage Team Leader

**Purpose:** Screen & Identify ill or symptomatic individuals prior to them entering the main POD building and refer them to the Illness Clinic for evaluation.

**Recommended Qualifications:** RN, LPN, Paramedic, EMT, or other trained medical professional

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Attend briefing.

􀂉 Report to your assigned clinic area for observation before beginning duties as needed.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Set-up station as appropriate.

􀂉 Observe clients entering the clinic site for visible symptoms.

􀂉 Assess visibly ill clients, and determine whether or not they are symptomatic.

􀂉 Direct persons with an illness that day or persons with symptoms suggestive of the disease we are trying to prevent, to the Triage Team Leader or Illness Clinic for medical evaluation.

􀂉 Maintain tracking documents as needed.

􀂉 Maintain client flow.

􀂉 ***Try to keep families together***, even if one member of the family is sent on to the Illness Clinic, have the rest of the family be given meds/vaccine there also.

􀂉 Provide routine progress and/or status reports to Triage Team Leader.

**Triage Staff *- (Cont.)***

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Illness Clinic Team Leader**

****

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Illness Clinic Area

**Person You Report To:** Triage/Evaluation Group Supervisor

**Persons Reporting to You:** Ill Clinic Staff, Medical Counselors

**Job Description:** The Illness Clinic’s is a follow-on station for persons “triaged” due to illness of some type on that day, or persons symptomatic with symptoms for the disease are trying to prevent. The Medical Counselors (Providers) will evaluate the patient and make recommendations as to whether the patient is:

* + Eligible for meds/vaccine,
  + Should not receive meds/vaccine, and sent home,
  + Should be transported to an off-site Treatment Center for other treatment.

Your main job is to:

* Supervise the staff setting up and running the Illness Clinic,
* Assure that all medical documentation is completed,
* Provide medications or vaccines to eligible patients and their family members as directed by the Medical Counselor (Provider).

**Recommended Qualifications:** RN, LPN, Paramedic, EMT, or other trained medical professional.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Illness Clinic Team Leader *- (Cont.)***

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Ensure station has appropriate equipment and is set-up properly.

􀂉 Coordinate communication to and from station as needed.

􀂉 Observe clients entering the clinic site for visible symptoms.

􀂉 Assess visibly ill clients, and determine whether or not they are symptomatic for the illness we are trying to prevent.

􀂉 Coordinate for appropriate care of clients with external facilities or Treatment Centers

􀂉 Coordinate patient transport to Treatment Center from Illness Clinic as directed.

􀂉 Maintain patient tracking & medical documents as needed, and ensure that a copy goes with the patient if they are transported to another medical facility off-site.

􀂉 Maintain client flow.

􀂉 ***Try to keep families together***, even if one member of the family is sent on to the Illness Clinic, have the rest of the family be given meds/vaccine there also.

􀂉 Provide medications or vaccines to eligible patients and their family members as directed by the Medical Counselor (Provider).

􀂉 Work with Triage/Evaluation Group Supervisor to incorporate changes within station as needed.

􀂉 Provide routine progress and/or status reports to Triage/Evaluation Group Supervisor.

􀂉 Monitor colleagues and clients for signs of fatigue or distress. Notify the person you report to as appropriate.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your Triage/Evaluation Group Supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Illness Clinic Staff**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Illness Clinic Area

**Person You Report To:** Illness Clinic Team Leader

**Job Description:** The Illness Clinic’s is a follow-on station for persons “triaged” due to illness of some type on that day, or persons symptomatic with symptoms for the disease are trying to prevent. The Medical Counselors (Providers) will evaluate the patient and make recommendations as to whether the patient is:

* + Eligible for meds/vaccine,
  + Should not receive meds/vaccine, and sent home,
  + Should be transported to an off-site Treatment Center for other treatment.

Your main job is to:

* Assist in setting up and running the Illness Clinic,
* Assure that all medical documentation is completed,
* Provide medications or vaccines to eligible patients and their family members as directed by the Medical Counselor (Provider).

**Recommended Qualifications:** RN, LPN, Paramedic, EMT, or other trained medical professional.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Illness Clinic Staff *- (Cont.)***

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Ensure station has appropriate equipment and is set-up properly.

􀂉 Observe clients entering the clinic site for visible symptoms.

􀂉 Assess visibly ill clients, and determine whether or not they are symptomatic for the illness we are trying to prevent.

􀂉 Coordinate for appropriate care of clients with external facilities or Treatment Centers

􀂉 Coordinate patient transport to Treatment Center from Illness Clinic as directed.

􀂉 Maintain patient tracking & medical documents as needed, and ensure that a copy goes with the patient if they are transported to another medical facility off-site.

􀂉 Maintain client flow.

􀂉 ***Try to keep families together***, even if one member of the family is sent on to the Illness Clinic, have the rest of the family be given meds/vaccine there also.

􀂉 Provide medications or vaccines to eligible patients and their family members as directed by the Medical Counselor (Physician/Provider).

􀂉 Ensure adequate rest breaks are provided for yourself.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by the Illness Clinic Team Leader.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Medical Counselors *(Physician, PA-C, NP, Nurse, Paramedic)***

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***Medical Counselors may serve in two areas* *(Illness Clinic & Medical Counseling Area)***

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Ill Clinic or Medical Counseling Area Services

**Person You Report To:** Ill Clinic Team Leader or Meds/Vaccine Group Supervisor

**Purpose: Illness Clinic:** The Medical Counselors (Providers) will evaluate the patient and make recommendations as to whether the patient is:

* + Eligible for meds/vaccine,
  + Should not receive meds/vaccine, and sent home,
  + Should be transported to an off-site Treatment Center for other treatment.

**Medical Counseling Area:** To evaluate individuals to determine the presence or absence of contraindications and make prophylaxis decisions.

**Qualifications:** Medical Background Required – Physician, PA-C, NP, RN, Paramedic, or other trained medical professional.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, Reference Materials – PDRs, etc).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Medical Counselor *- (Cont.)***

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Obtain briefing and current prophylaxis guidelines from the Illness Clinic Team Leader or Meds/Vaccine Group Supervisor as appropriate.

􀂉 Make and document prophylaxis decisions (individual identity, rationale for decisions

and outcome).

􀂉 Direct individuals to Meds Dispensing/Vaccination Area if prophylaxis/vaccine is warranted.

􀂉 Direct individuals to building exit if prophylaxis is not warranted.

􀂉 Document verification of contraindication(s) and retain screening form(s).

􀂉 Provide first-aid as needed.

􀂉 Ensure adequate rest breaks are provided for yourself.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Forms Distribution Team Leader**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Forms Distribution Area

**Person You Report To:** Triage/Evaluation Group Supervisor

**Persons Reporting to You:** Forms Distribution Staff, Forms Helpers

**Job Description:** You are in charge of Supervising the Form Distribution process to persons entering the POD and ensuring them assistance in understanding & filling out those forms.

* Manages the distribution of form(s) to persons coming into the POD for medications or vaccinations.
* Supervises Forms Helpers to assist public with filling out the forms.

**Recommended Qualifications:** Ability to supervise people.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Forms Distribution Team Leader– *(Cont.)***

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Obtain briefing from the Triage/Evaluation Group Supervisor

􀂉 Review form(s) and form protocol with Triage/Evaluation Group Supervisor.

􀂉 Brief your staff and answer any questions they may have.

􀂉 Ensure that you have an adequate supply of forms available.

􀂉 Ensure your area is set up, and your staff is ready to go.

􀂉 Position your Forms Distribution staff so that persons entering the POD are briefed on filling out the forms and know that assistance from Form Helpers is available.

􀂉 Coordinate with Special Needs Group Supervisor for the services of Interpreters, Translators, Sign Language personnel as needed.

􀂉 Ensure that adequate supplies of pens or pencils are available.

􀂉 Ensure that tables or places to write on are available for persons to fill out forms:

* a table area where persons may comfortably fill out forms,
* tables that parallel with a line of people, so they can fill them out and still shuffle along,
* an assembly area with writing surfaces that may be used.

􀂉 Ensure form(s) are distributed according to your POD’s protocol.

􀂉 Collect completed forms from Exit Review Staff and ensure they are properly secured.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Forms Distribution Staff**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Forms Distribution Area

**Person You Report To:** Forms Distribution Team Leader

**Job Description:** Distribute form(s) to persons coming to the POD for medications or vaccinations.

**Recommended Qualifications:** Ability to pass out forms & work with people.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Assist in setting up the forms distribution area.

􀂉 Review form(s) and form protocol with Forms Distribution Team Leader.

􀂉 Distribute form(s) to persons coming to the POD for medications or vaccinations.

􀂉 Ensure pens or pencils are readily available for people to use.

􀂉 Ensure form(s) are distributed according to protocol.

􀂉 Answer any simple questions persons may have regarding form(s).

􀂉 Refer persons with technical questions about the forms to the Form Helpers.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Forms Distribution Staff**

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Forms Helper**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Forms Distribution Area

**Person You Report To:** Forms Distribution Team Leader

**Job Description:** Assist the public in filling out the Medical Screening POD forms.

**Recommended Qualifications:** Ability answer questions about the POD medical screening forms & works well with people.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Assist in setting up the forms distribution area.

􀂉 Review form(s) and form protocol with Forms Distribution Team Leader.

􀂉 Answer any questions persons may have regarding form(s).

􀂉 Refer persons with technical questions you can’t answer to your Forms Team Leader.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Forms Helper - *(Cont.)***

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Medication/Vaccine Group Supervisor**



**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Medicine Distribution/Vaccine Group

**Person You Report To:** Medical Branch Director

**Persons Reporting to You:** Medication Distributor/Vaccinator, Pharmacist,

Medical Counselors

**Job Description:** To Supervise and manage all operational functions concerning the preparation, proper storage, documentation, and distribution of medications or vaccines to be dispensed/administered.

* Ensure that adequate medications and vaccines are available, properly stored, viable (within expiration dates) and ready for immediate dispensing.
* Ensure that adequate support materials (needles, syringes, alcohol swipes, bottle labels, etc.) are readily available.
* Ensure that your staff is knowledgeable in the medical procedures that will be used.
* Ensure that the public is being provided services in an expeditious and safe manner.
* That all paperwork or documentation related to the dispensing or administration of vaccine is properly being accomplished at the dispensing/vaccination stations.

**Bottom Line**: You are supervising the people whose duties are the main reason we are here.

**Recommended Qualifications:** RN, LPN, Paramedic *(Preferred with supervisory experience)* and specific medical knowledge and experience in the dispensing of medications or vaccines.

**ICS Training:** 100, 200 preferred, but not required.

**Medication/Vaccine Group Supervisor *– (Cont.)***

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet and of those you supervise.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with the Medical Branch Director.

􀂉 Attend briefing.

􀂉 Conduct briefing for those reporting to you.

􀂉 Report to your assigned area for observation before beginning duties as needed and coordinate with your predecessor on the previous shift.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Coordinate with the Medical Branch Director and identify how many meds/vaccine stations you will need to handle the anticipated patient flow on your shift.

􀂉 Check the availability of medications or vaccine with the Pharmacist and mitigate any potential shortfalls in supply. If you anticipate any supply problems with anything go through your Medical Branch Director.

􀂉 Check the layout of your meds/vaccine stations and coordinate with the Patient Flow personnel on how you want them to flow patients through your stations.

􀂉 Ensure that adequate medical supplies (forms, labels, needles, etc.) are readily available.

􀂉 Ensure that you have a safe working environment for your staff, and that they know what do in the case of an emergency.

􀂉 Ensure that adequate security is readily available, and your staff knows how to request assistance.

􀂉 Ensure that your people have the appropriate Personal Protective Equipment (PPE) for their duties.

􀂉 Ensure that medical resources are readily available in the case of a reaction to meds or vaccine.

􀂉 Ensure that you have adequate staff to conduct initial operations. If not, go through your Medical Branch Director for assistance.

􀂉 Ensure your folks are ready to receive patients, signs are up & staff is in place.

􀂉 Obtain information and updates from those reporting to you for resources needed.

􀂉 Communicate all requests for incoming and outgoing resources with the Medical Branch Director.

􀂉 Periodically check in with your staff to ensure that they have adequate supplies, personnel & other resources to continue to provide services.

􀂉 Monitor the flow of patients, and adjust resources as necessary to increase patient flow through your stations.

* express lines for people with no issues,
* special lines for people with special needs,
* special lines for families with small children.

**Medication/Vaccine Group Supervisor *– (Cont.)***

􀂉 Periodically adjust staff level and number of working stations to handle surges or fall-off in the numbers of patients presenting for services..... adjust as necessary.

􀂉 Ensure that medical privacy & HIPPA guidelines are being followed as appropriate to the situation.

􀂉 Provide routine progress and/or status reports to the Medical Branch Director.

􀂉 Ensure all documents and reports are complete for section and submitted appropriately.

o All completed Job Action Sheets, Unit Logs and General Messages to the Medical Branch Director.

􀂉 Ensure scheduled breaks and relief for the section is being appropriately handled.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Medication Distributor/Vaccinator**



**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Medicine Distribution/Vaccination Area

**The Person You Report To:** Medication Vaccine Group Supervisor

**Persons Reporting to You:** Medication/Vaccination Preparation Assistant,

Medical Administration Assistant

**Job Description:** To manage all operational functions concerning the preparation, proper storage, documentation, and distribution of medications or vaccines to be dispensed/administered at your station.

* Ensure that adequate medications and vaccines are available, properly stored, viable (within expiration dates) and ready for immediate dispensing.
* Ensure that adequate support materials (needles, syringes, alcohol swipes, bottle labels, etc.) are readily available.
* Ensure that your staff is knowledgeable in the medical procedures that will be used.
* Ensure that the public is being provided services in an expeditious and safe manner.
* That all paperwork or documentation related to the dispensing or administration of vaccine is properly being accomplished at the dispensing/vaccination stations.

**Bottom Line**: Your station and your staff are the main reason we are here.

**Recommended Qualifications:** RN, LPN, Paramedic, EMT and medical knowledge or experience in the dispensing of medications or administration of vaccines.

**Medication Distributor/Vaccinator – *(Cont.)***

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with the Medication Vaccine Group Supervisor.

􀂉 Attend briefing.

􀂉 Conduct briefing for those reporting to you.

􀂉 Report to your assigned area for observation before beginning duties as needed and coordinate with your predecessor on the previous shift.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Ensure that adequate medical supplies (forms, labels, needles, etc.) are readily available.

􀂉 Check the availability of medications or vaccines and mitigate any potential shortfalls in supply. If you anticipate any supply problems with anything, go through your Medication Vaccine Group Supervisor.

􀂉 Check the layout of your meds/vaccine station and coordinate with the Patient Flow personnel in your immediate area on how they plan to flow patients through your station.

􀂉 Ensure that you have a safe working environment for you & your staff, and that they know what do in the case of an emergency.

􀂉 Ensure that adequate security is readily available, and your staff knows how to request assistance.

􀂉 Ensure that your people have the appropriate Personal Protective Equipment (PPE) or sharps containers for their duties.

􀂉 Ensure that medical resources are readily available in the case of a reaction to meds or vaccine.

􀂉 Ensure that you have adequate staff to conduct operations. If not, go through your Medication Vaccine Group Supervisor for assistance.

􀂉 Ensure your folks are ready to receive patients, signs are up & staff is in place.

􀂉 Periodically check in with your staff to ensure that they have adequate supplies, personnel & other resources to continue to provide services.

􀂉 Ensure that medical privacy & HIPPA guidelines are being followed as appropriate to the situation.

􀂉 Ensure you and your staff receive scheduled breaks and relief.

􀂉 Monitor colleagues and clients for signs of fatigue and distress. Notify the Medication Vaccine Group Supervisor as appropriate.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by the Medication Vaccine Group Supervisor.

**Medication Distributor/Vaccinator – *(Cont.)***

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Medication/Vaccination Preparation Assistant**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Medicine Distribution/Vaccination Area

**The Person You Report To:** Medication Distributor/Vaccinator

**Job Description:** Your job is to “assist” the Medication Distributor/Vaccinator, thereby minimizing the tasks they have to do, so we can get more people quickly and efficiently through this station. Although the Medication Distributor/Vaccinator will provide guidance at the time on what they need you to do, here are some possible tasks you may expect:

* Ensure that adequate medications and vaccines are available, properly stored, viable (within expiration dates) and ready for immediate dispensing.
* Ensure that adequate support materials (needles, syringes, alcohol swipes, bottle labels, etc.) are readily available.
* Load syringes (Vaccinations only)
* That all paperwork or documentation related to the dispensing or administration of vaccine is being accomplished at the dispensing/vaccination stations.

**Recommended Qualifications:** LPN, Paramedic, EMT and medical knowledge or experience in the dispensing of medications or administration of vaccines.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Medication/Vaccination Preparation Assistant *– (Cont.)***

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Obtain briefing from the Medication Distributor/Vaccinator at your station.

􀂉 Ensure that you have the appropriate Personal Protective Equipment (PPE).

􀂉 Review prophylaxis guidelines and protocols with the Medication/Vaccine Supervisor.

􀂉 Prepare medications for administration (load syringes or label bottles).

􀂉 Greet individual(s) and obtain completed form(s).

􀂉 Verify that the person(s) are qualified to receive medications or vaccines.

􀂉 Check for appropriate consent and signature.

􀂉 Ensure that vaccine administration/dispensing forms are filled out completely.

􀂉 Record appropriate lot # or other medication information.

􀂉 Answer any questions person(s) may have.

􀂉 Ensure adequate rest breaks are provided for yourself.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Medical Administrative Assistant**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Medicine Distribution/Vaccination Area

**The Person You Report To:** Medication Distributor/Vaccinator

**Job Description:** To Assist the Medication Distributor/Vaccinator with prophylaxis/vaccine process. Your job is to minimize the administrative tasks of the Medication Distributor/Vaccinator so that they can more efficiently provide medications or administer vaccines.

Although the Medication Distributor/Vaccinator will provide guidance at the time on what they need you to do, here are some possible tasks you may expect:

* Ensure that adequate medications and vaccines are available, properly stored, viable (within expiration dates) and ready for immediate dispensing.
* Ensure that adequate support materials (needles, syringes, alcohol swipes, bottle labels, etc.) are readily available.
* That all paperwork or documentation related to the dispensing or administration of vaccine is properly being accomplished at the dispensing/vaccination stations.

**Recommended Qualifications:** Medical Administrative – Medical Assistant, Secretaries, Administrative Assistants with medical knowledge Administrative Assistant

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Medical Administrative Assistant *– ( cont)***

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Obtain briefing from the Medication Distributor/Vaccinator at your station.

􀂉 Ensure that you have the appropriate Personal Protective Equipment (PPE).

􀂉 Review administrative procedures for this station with the Medication/Vaccine Supervisor.

􀂉 Prepare medications for administration.

􀂉 Greet individual(s) and obtain completed form(s).

􀂉 Verify that the person(s) are qualified to receive medications or vaccines.

􀂉 Check for appropriate consent and signature.

􀂉 Ensure that vaccine administration/dispensing forms are filled out completely.

􀂉 Record appropriate lot # or other medication information, as directed.

􀂉 Answer any questions person(s) may have.

􀂉 Ensure adequate rest breaks are provided for yourself.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Pharmacist**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Pharmacy

**Person You Report To:**  Meds/Vaccine Group Supervisor

**Persons Reporting to You:** Pharmacy Assistant

**Job Description:** To supervise the preparation and distribution of the pharmaceuticals needed for vaccination or dispensing at the POD.

To provide counsel to people on potential side effects related to the pharmaceuticals the POD is providing and potential side effects/interactions.

**Recommended Qualifications:** Registered Pharmacist

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Ensure all your staff is adhering to proper personal protective equipment protocols.

􀂉 Set-up pharmacy properly with appropriate forms and equipment needed.

􀂉 Assess pharmaceutical supplies and request needed supplies through the Supply Unit Leader in the Logistics section.

**Pharmacist *– (Cont.)***

􀂉 Review labels for the unit of dose bottles per guidance of the State Dept. of Health.

􀂉 Instruct appropriate staff on the policies and methods for preparation of medications.

􀂉 Ensure that unit of dosage bottles are properly labeled.

􀂉 Supervise the reconstitution of vaccine into appropriate dosages according to instructions.

􀂉 Supervise repackaging of medicines to unit of dosage packages, as required.

􀂉 Maintain security and proper storage of pharmaceuticals and vaccines.

􀂉 Ensure that pharmaceutical supplies are properly distributed to the meds/vaccine stations.

􀂉 Provide routine progress and/or status reports to the Meds/Vaccine Group Supervisor.

􀂉 Monitor colleagues and clients for signs of fatigue or distress.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by the person you report to.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Pharmacy Assistant**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Pharmacy

**Person You Report To:**  Pharmacist

**Job Description:** To prepare and distribution of the pharmaceuticals needed for vaccination or dispensing at the POD.

**Recommended Qualifications:** Pharmacist Assistant, RN, LPN, or an appropriately trained individual qualified to prepare pharmaceuticals under the direction of the pharmacist.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Ensure you are adhering to proper personal protective equipment protocols.

􀂉 Set-up pharmacy properly with appropriate forms and equipment needed.

􀂉 Assess pharmaceutical supplies and request needed supplies through the Pharmacist (or in their absence) the Supply Unit Leader in the Logistics section.

􀂉 Review labels for the unit of dose bottles per guidance of the State Dept. of Health.

􀂉 Ensure that unit of dosage bottles are properly labeled.

􀂉 Supervise the reconstitution of vaccine into appropriate dosages according to instructions.

􀂉 Maintain security and proper storage of pharmaceuticals and vaccines.

**Pharmacy Assistant *– (Cont.)***

􀂉 Ensure that pharmaceutical supplies are properly distributed to the meds/vaccine stations.

􀂉 Repackage medicines to unit of dosage packages, as required.

􀂉 Provide routine progress and/or status reports to the Pharmacist.

􀂉 Monitor colleagues and clients for signs of fatigue or distress.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by the person you report to.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Medical Counselors *(Physician, PA-C, NP, Nurse, Paramedic)***

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***Medical Counselors may serve in two areas* *(Illness Clinic & Medical Counseling Area)***

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Ill Clinic or Medical Counseling Area Services

**Person You Report To:** Ill Clinic Team Leader or Meds/Vaccine Group Supervisor

**Purpose: Illness Clinic:** The Medical Counselors (Providers) will evaluate the patient and make recommendations as to whether the patient is:

* + Eligible for meds/vaccine,
  + Should not receive meds/vaccine, and sent home,
  + Should be transported to an off-site Treatment Center for other treatment.

**Medical Counseling Area:** To evaluate individuals to determine the presence or absence of contraindications and make prophylaxis decisions.

**Qualifications:** Medical Background Required – Physician, PA-C, NP, RN, Paramedic, or other trained medical professional.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, Reference Materials – PDRs, etc).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Medical Counselor *- (Cont.)***

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Obtain briefing and current prophylaxis guidelines from the Illness Clinic Team Leader or Meds/Vaccine Group Supervisor as appropriate.

􀂉 Make and document prophylaxis decisions (individual identity, rationale for decisions

and outcome).

􀂉 Direct individuals to Meds Dispensing/Vaccination Area if prophylaxis/vaccine is warranted.

􀂉 Direct individuals to building exit if prophylaxis is not warranted.

􀂉 Document verification of contraindication(s) and retain screening form(s).

􀂉 Provide first-aid as needed.

􀂉 Ensure adequate rest breaks are provided for yourself.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Meds/Vaccine Travel Team Leader**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**The Person You Report To:** Medical Branch Director

**Reporting To You Are:** Travel Team Nurse, Travel Team Assistant

**Job Description:** To Supervise the POD **“**Meds/Vaccine Travel Team”.

The POD travel team should be composed of 2 Nurses *(which includes the Travel Team Leader)* and an Administrative Assistant.

The Medical Branch Director provides the POD Travel Teams with their assignments.

**Meds/Vaccine Travel Teams have two main functions:**

1. To act as an “outreach” extension of the POD and provide direct dispensing of medications or administration of vaccines to shut-ins, special needs populations other identified persons that can’t travel to the POD sites.

2. To transport medicine, materials, & training to facilities, outside the POD site, that have the medical resources & staff to properly administer medications or vaccine with additional training, and supplies from the POD. These would include hospitals, clinics, nursing homes, prisons or select businesses etc.

**Recommended Qualifications:** RN, LPN, Paramedic *(Preferred with supervisory experience)* and specific medical knowledge and experience in the dispensing of medications or vaccines.

***ICS Training:*** 100, 200 preferred, but not required.

**Note:** If a large number of travel teams are being utilized... the Medical Branch Director may elect to delegate coordination of the Meds/Vaccine travel teams to a **“Travel Teams Coordinator”** who will assume those responsibilities.

**Meds/Vaccine Travel Team Leader -** *Continue*

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with the Medical Branch Director.

􀂉 Attend briefing.

􀂉 Conduct briefing for those reporting to you.

􀂉 Ensure that transportation and security (as necessary) is in place for you & your team.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Receive a listing from the Medical Branch Director of the sites & duties that your team will be expected to visit and perform.

􀂉 Coordinate with the Medical Branch Director and identify equipment, forms, supplies, procedures, medications, training aides, and any other resources that you will need for your travel team.

􀂉 Check for the availability of medications or vaccine with the Pharmacist and mitigate any potential shortfalls in supply. If you anticipate any supply problems with anything go through your Medical Branch Director.

􀂉 Ensure that your radio or cell phone is working properly and you and your team are familiar with communication procedures to maintain connectivity with the POD.

􀂉 After you receive your travel assignments, sketch on a map the routes you expect to take, and a projected schedule of your activities for your shift. Provide a copy to the Medical Branch Director and each member of your team.

􀂉 As you arrive or depart from a travel assignment, check in with the Medical Branch Director so that they can track your locations & progress.

􀂉 Ensure that adequate medical supplies (forms, labels, needles, etc.) are readily available.

􀂉 Ensure that you have a safe working environment for your staff, and that they know what do in the case of an emergency.

􀂉 Ensure that adequate security is readily available, and your staff knows how to request assistance.

􀂉 Ensure that your people have the appropriate Personal Protective Equipment (PPE) for their duties to include a “sharps-container” if needles are used..

􀂉 Ensure that medical resources are readily available in the case of a reaction to meds or vaccine.

􀂉 Ensure that you have adequate staff to conduct initial operations. If not, go through your Medical Branch Director for assistance.

􀂉 Communicate all requests for incoming and outgoing resources with the Medical Branch Director.

􀂉 Ensure that medical privacy & HIPPA guidelines are being followed as appropriate to the situation.

􀂉 Provide routine progress and/or status reports to the Medical Branch Director.

**Meds/Vaccine Travel Team Leader -** *Continue*

􀂉 Ensure all documents and reports are complete for section and submitted appropriately.

o All completed Job Action Sheets, Unit Logs and General Messages to the Medical Branch Director.

􀂉 Ensure scheduled breaks and relief for yourself and your team.

􀂉 Monitor colleagues and clients for signs of fatigue and distress. Notify the person you report to as appropriate.

􀂉 Perform other duties as assigned and approved by the person you report to.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Meds/Vaccine Travel Team Nurse**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**The Person You Report To:** Meds/Vaccine Travel Team Leader

**Job Description:** To provide nursing service to the Medication Vaccination Travel Team.

The POD travel team should be composed of 2 Nurses *(which includes the Travel Team Leader)* and an Administrative Assistant.

The Medical Branch Director provides the POD Travel Teams with their assignments.

**Meds/Vaccine Travel Teams have two main functions:**

1. To act as an “outreach” extension of the POD and provide direct dispensing of medications or administration of vaccines to shut-ins, special needs populations other identified persons that can’t travel to the POD sites.

2. To transport medicine, materials, & training to facilities, outside the POD site, that have the medical resources & staff to properly administer medications or vaccine with additional training, and supplies from the POD. These would include hospitals, clinics, nursing homes, prisons or select businesses etc.

**Recommended Qualifications:** RN, LPN, Paramedic, EMT and specific medical knowledge and experience in the dispensing of medications or vaccines.

**Meds/Vaccine Travel Team Nurse-** *Continue*

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with the Meds/Vaccine Travel Team Leader.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Coordinate with the Meds/Vaccine Travel Team Leader and identify equipment, forms, supplies, procedures, medications, training aides, and any other resources that you will need for the travel team.

􀂉 Check for the availability of medications or vaccine with the Pharmacist and mitigate any potential shortfalls in supply. If you anticipate any supply problems with anything go through your Meds/Vaccine Travel Team Leader.

􀂉 Ensure that your radio or cell phone is working properly and you and your team are familiar with communication procedures to maintain connectivity with the POD.

􀂉 Ensure that adequate medical supplies (forms, labels, needles, etc.) are readily available.

􀂉 Ensure that you have a safe working environment for you and your team, review emergency procedures.

􀂉 Ensure that adequate security is readily available, and your team knows how to request assistance.

􀂉 Ensure that your team has the appropriate Personal Protective Equipment (PPE) for their duties to include a “sharps-container” if needles are used..

􀂉 Ensure that medical resources are readily available in the case of a reaction to meds or vaccine.

􀂉 Communicate all requests for resources with the Medical Branch Director.

􀂉 Ensure that medical privacy & HIPPA guidelines are being followed as appropriate to the situation.

􀂉 Provide on-site medication distribution/vaccinations as required.

􀂉 For facilities with appropriate medical staff; provide the appropriate medicines and training for them to carry on and conduct medication distribution or vaccinations for their facility.

􀂉 Ensure that the facility has the appropriate guidance on screening and side effects for the medications or vaccines.

􀂉 Ensure that the facility has emergency medications readily available to mitigate the effects of a reaction to the medication or vaccine supplies.

􀂉 Monitor colleagues and clients for signs of fatigue and distress. Notify the person you report to as appropriate.

􀂉 Perform other duties as assigned and approved by the Meds/Vaccine Travel Team Leader.

**Meds/Vaccine Travel Team Nurse – *(Cont.)***

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Travel Team** **Administrative Assistant**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Medication/Vaccine Travel Team

**The Person You Report To:** Medication/Vaccine Travel Team Leader

**Job Description:** To Assist the Meds/Vaccine Travel Team with prophylaxis/vaccine process.

Your job is to minimize the administrative tasks of the Medication Distributor/Vaccinator so that they can more efficiently provide medications or administer vaccines in the field.

Although the Medication Distributor/Vaccinator will provide guidance at the time on what they need you to do, here are some possible tasks you may expect:

* Ensure that adequate medications and vaccines are available, properly stored, viable (within expiration dates) and ready for immediate dispensing.
* Ensure that adequate support materials (needles, syringes, alcohol swipes, bottle labels, etc.) are readily available.
* That all paperwork or documentation related to the dispensing/administration of vaccine is properly being accomplished at the dispensing/vaccination stations.

**Recommended Qualifications:** Medical Administrative – Medical Assistant, Secretaries, Administrative Assistants with medical knowledge Administrative Assistant

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Travel Team Administrative Assistant *– (Cont.)***

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Obtain briefing from the Medication Distributor/Vaccinator at your station.

􀂉 Ensure that you have the appropriate Personal Protective Equipment (PPE).

􀂉 Review administrative procedures for this station with the Travel Team Leader.

􀂉 Review the administrative procedure to be followed with the Meds/Vaccine Travel Team Leader

􀂉 Monitor radio communications for the team.... periodically conduct a radio check with the POD communications cell.

􀂉 Prepare medications for administration.

􀂉 Greet individual(s) and obtain completed form(s).

􀂉 Verify that the person(s) are qualified to receive medications or vaccines.

􀂉 Check for appropriate consent and signature.

􀂉 Ensure that vaccine administration/dispensing forms are filled out completely.

􀂉 Record appropriate lot # or other medication information, as directed.

􀂉 Answer any questions person(s) may have.

􀂉 Ensure adequate rest breaks are provided for yourself.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Patient Flow Branch Director**

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**Maintaining an efficient smooth “Patient Flow” is critical to the success of the POD**

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Patient Flow Operations

**You Report To:** Operations Section Chief

**You Supervise:** Patient Flow Group Supervisor,

Special Needs Group Supervisor

**Job Description:** To manage & direct the overall services provided by the “Patient Flow” and “Special Needs” Groups.

**Key Services the Two Groups you direct include:**

Patient Flow

* Ensure that people flow quickly & efficiently through the POD process.
* Ensure that the Meds Dispensing /Vaccination Area is seldom waiting for patients to arrive.
* That patient flow “bottlenecks” are identified & quickly resolved.
* Ensure the Safety & Security of the Patient Flow staff & public.

Special Needs

* + Ensure that person with special needs are properly screened and provided special services and/or escorts to assist them throughout the POD process.
  + Special Needs counselors, escorts, interpreters, translators & signers are readily available to assist persons with special needs.

**Recommended Qualifications:** The ability to supervise a large group of people, over a large area, and effectively maintain command and control.

**Patient Flow Branch Director *- (Cont.)***

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review your “Job Action Sheet” and those of the people you supervise.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with the Patient Flow Branch Director.

􀂉 Attend briefing.

􀂉 Conduct briefing for those reporting to you.

􀂉 Ensure that communications and security (as necessary) is in place for you & your team.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Coordinate activities between the Patient Flow & Special Needs Group Supervisor to ensure that Special Needs services are incorporated into Patient Flow Operations.

􀂉 Ensure that your staff has a solid understanding of the POD’s Patient Flow Plan and that they understand their role in making it happen.

􀂉 Ensure that your Group Supervisors have been briefed on where security resources are and how to access them should there be a need.

􀂉 Obtain feedback from Patient Flow Group Supervisor to identify bottlenecks.

􀂉 Have a plan in your mind, on how you will shift resources should that become necessary.

􀂉 If you need more people or resources**....ask for it** through the Operations Section Chief; efficient “Patient Flow” is critical to the success of this POD.

􀂉 Should lines become excessively long, consider options such as:

* Where possible (after the triage station) keep people in sheltered areas.
* Breaking lines to 4 abreast rather than 1 or 2 abreast where possible.
* Providing markers along the line with projected wait times at this point.
* Put up informational posters along the route wall so people can receive educational materials while they wait.
* Provide informational updates along the line and keeping people informed.
* Where available provide chairs along the wall, for folks to rest.

􀂉 Consider “Special Lines” for persons with special needs, Families with small children, or even “Express Lanes” for those with no complications or special conditions, as needed.

􀂉 Ensure that supervisors are providing their staff with scheduled breaks and relief for the shift.

􀂉 Monitor colleagues and clients for signs of fatigue and distress. (Take care of one another)

􀂉 Periodically update the Operations Section Chief on the status of your branch.

􀂉 Perform other duties as assigned and approved by the Operations Section Chief.

􀂉 Exercise authority to stop and prevent any unsafe acts.

**Patient Flow Branch Director *- (Cont.)***

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Patient Flow Group Supervisor**

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**Maintaining an efficient smooth “Patient Flow” is critical to the success of the POD**

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**You Report To:** Patient Flow Branch Director

**You Supervise:** Greeter, 5 Patient Flow Team Leaders ***(Outside, Entrance, Main Floor, Exit)***

**Job Description:** To coordinate & supervise all activities and staff of the Patient Flow Group and carry out the tasks & directives established by the Patient Flow Branch Director.

**Your Key Tasks are:**

* Ensure that the Meds Dispensing /Vaccination Area is seldom waiting for patients to arrive.
* That patient flow “bottlenecks” are identified & quickly resolved.
* Ensure the Safety & Security of the Patient Flow staff & public.

**Recommended Qualifications:** The ability to supervise a large group of people, over a large area, and effectively maintain command and control.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review your “Job Action Sheet” and those of the people you supervise.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with the Patient Flow Branch Director.

􀂉 Attend briefing.

􀂉 Conduct briefing for those reporting to you.

􀂉 Ensure that communications and security (as necessary) is in place for you & your team.

**Patient Flow Group Supervisor – *(Cont.)***

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Coordinate with the Patient Flow (P.F.) Branch Director and identify equipment, forms, supplies, procedures, and any other resources that you will need for your P.F. Group.

􀂉 Ensure that your staff has a solid understanding of the POD’s patient flow plan and that they understand their role in making it happen.

􀂉 Ensure that you have a communications plan in place between you & your P.F. Team Leaders so that you can effectively communicate amongst yourselves (with or without radios).

􀂉 Ensure that your P.F. Team Leaders are briefed on where security resources are and how to access them should there be a need.

􀂉 Ensure that your greeter/greeters are in place, are visible, and understand their duties.

􀂉 Consider the use, where applicable, of colored arrows taped to the floor or wall to provide directions in addition to signs.

􀂉 Obtain feedback from Patient Flow Team Leaders to identify bottlenecks.

􀂉 Have a plan in your mind, on how you will shift resources should that become necessary.

􀂉 If you need more people or resources**....ask for it** through your supervisor.

􀂉 Should lines become excessively long, try to make people waiting more comfortable by:

* Where possible (after the triage station) keep people in sheltered areas.
* Breaking lines to 4 abreast rather than 1 or 2 abreast where possible.
* Providing markers along the line with projected wait times at this point.
* Put up informational posters along the route wall so people can receive educational materials while they wait.
* Provide informational updates along the line and keeping people informed.
* Where available provide chairs along the wall, for folks to rest.

􀂉 Consider “Special Lines” for persons with special needs, Families with small children, or even “Express Lanes” for those with no complications or special conditions, as needed.

􀂉 Collaborate with the other “Group Supervisors” on how to better meet people’s needs while they wait, and expedite folks through the POD process.

􀂉 Ensure that supervisors are providing their staff with scheduled breaks and relief for the shift.

􀂉 Monitor colleagues and clients for signs of fatigue and distress. (Take care of one another)

􀂉 Periodically update the Patient Flow Director on the status of your Group.

􀂉 Perform other duties as assigned and approved by the Patient Flow Branch Director.

**Patient Flow Group Supervisor – *(Cont.)***

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with feedback, to the person you report to.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Be sure to brief your replacement.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to PIO.

**Feedback/Comments:**

**Greeter**



**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** POD Entrance

**Person You Report To:** Patient Flow Group Supervisor

**Job Description:** Greet individuals entering the POD site and direct persons to forms distribution.

**Recommended Qualifications:** Ability to greet people.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Set-up station with appropriate client forms and equipment needed.

􀂉 Greet clients as they enter.

􀂉 Recognize clients with special needs and alert Special Needs section to assist client throughout their clinic process as needed.

􀂉 Direct clients to Forms Distribution area.

􀂉 Refer client questions to the appropriate persons.

􀂉 If a family member of a POD worker comes in asking to speak with their family member, contact Patient Flow Entrance Staff to assist. Be sure to keep that family member at the front door. Notify security if necessary.

**Greeter *– (Cont.)***

􀂉 Report disruptions and changes in client flow to Patient Flow Entranced Supervisor.

􀂉 Ensure adequate rest breaks are provided for yourself, it’s going to be a long day.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Patient Flow Team Leader – “Outside”**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Outside Main POD Entrance

**Person You Report To:** Patient Flow Group Supervisor

**Persons Reporting to You:** Patient Flow Staff – “Outside”

**Job Description:** Supervise staff maintaining the smooth flow of persons outside, waiting to enter the POD facility.

**Recommended Qualifications:** Ability to supervise small staff of people.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Be sure you & your staff wear the appropriate clothing for the outside weather conditions.

􀂉 Coordinate with the Patient Flow (P.F.) Group Supervisor and identify equipment, forms, supplies, procedures, and any other resources that you will need for your P.F. staff.

􀂉 Ensure that your staff has a solid understanding of the POD’s patient flow plan and that they understand their role in making it happen.

**Patient Flow Tem Leader – “Outside”**

􀂉 Ensure that you have a communications plan in place between you & your P.F. staff so that you can effectively communicate amongst yourselves (with or without radios).

􀂉 Ensure that your P.F. Staff are briefed on where security resources are and how to access them should there be a need.

􀂉 Ensure you and your staff remain visible to the public.

􀂉 Obtain feedback from Patient Flow on bottlenecks, and attempt to resolve them.

􀂉 Have a plan in your mind, on how you will shift resources should that become necessary.

􀂉 If you need more people or resources**....ask for it** through the Patient Flow Group Supervisor.

􀂉 Should lines become excessively long, try to make people waiting more comfortable by:

* Where possible (after the triage station) keep people in sheltered areas.
* Breaking lines to 4 abreast rather than 1 or 2 abreast where possible.
* Providing markers along the line with projected wait times at this point.
* Put up informational posters along the route wall so people can receive educational materials while they wait.
* Provide informational updates along the line and keeping people informed.

􀂉 Consider “Special Lines” for persons with special needs, Families with small children, or even “Express Lanes” for those with no complications or special conditions, as needed.

􀂉 Collaborate with the other “P.F. Team Leaders” on how to better meet people’s needs while they wait, & expedite folks through the POD process, keep the P.F. Group Supervisor in the loop.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Ensure you and your staff stay comfortable depending on climate.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Patient Flow Staff – “Outside”**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Outside Main POD Entrance

**Person You Report To:** Patient Flow “Outside” Team Leader

**Job Description:** Maintain a smooth flow of persons outside, waiting to enter the POD.

**Recommended Qualifications:** Ability to direct people to maintain a line.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Be sure to wear the appropriate clothing for the outside weather conditions.

􀂉 Coordinate with your Patient Flow (P.F.) “Outside” Team Leader on any issues that come up.

􀂉 Present a friendly and courteous image, these are our family, neighbors & friends.

􀂉 Keep the line moving in a smooth and orderly fashion.

􀂉 Assist folks with special needs, and then turn them over to the “Special Needs Staff” for continuous special needs services.

􀂉 Ensure that you know where security resources are and how to access them should there be a need.

**Patient Flow Staff – “Outside”**

􀂉 Ensure you remain visible to the public.

􀂉 If you see serious bottlenecks in people traffic, notify your supervisor.

􀂉 Ensure adequate rest breaks are provided for yourself, it’s going to be a long day.

􀂉 Ensure you stay comfortable depending on climate.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Patient Flow Team Leader – “Entrance”**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Main POD Entrance

**Person You Report To:** Patient Flow Group Supervisor

**Persons Reporting to You:** Patient Flow Staff – “Entrance”

**Job Description:** Supervise staff maintaining the smooth flow of persons outside, entering the POD facility.

**Recommended Qualifications:** Ability to supervise small staff of people.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Coordinate with the Patient Flow (P.F.) Group Supervisor and identify equipment, forms, supplies, procedures, and any other resources that you will need for your P.F. staff.

􀂉 Ensure that your staff has a solid understanding of the POD’s patient flow plan and that they understand their role in making it happen.

**Patient Flow Team Leader – “Entrance” *– (Cont.)***

􀂉 Ensure that you have a communications plan in place between you & your P.F. staff so that you can effectively communicate amongst yourselves (with or without radios).

􀂉 Ensure that your P.F. Staff are briefed on where security resources are and how to access them should there be a need.

􀂉 Ensure you and your staff remain visible to the public.

􀂉 Obtain feedback from Patient Flow staff on bottlenecks, and attempt to resolve them.

􀂉 Have a plan in your mind, on how you will shift resources should that become necessary.

􀂉 If you need more people or resources**....ask for it** through the Patient Flow Group Supervisor.

􀂉 Should lines become excessively long, try to make people waiting more comfortable by:

* Breaking lines to 4 abreast rather than 1 or 2 abreast where possible.
* Providing markers along the line with projected wait times at this point.
* Put up informational posters along the route wall so people can receive educational materials while they wait.
* Provide informational updates along the line and keeping people informed.

􀂉 Consider “Special Lines” for persons with special needs, Families with small children, or even “Express Lanes” for those with no complications or special conditions, as needed.

􀂉 Collaborate with the other “P.F. Team Leaders” on how to better meet people’s needs while they wait, & expedite folks through the POD process, keep the P.F. Group supervisor in the loop.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Ensure you and your staff stay comfortable depending on climate.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Patient Flow Staff – “Entrance”**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Main POD Entrance

**Person You Report To:** Patient Flow “Entrance” Team Leader

**Job Description:** Maintain a smooth flow of persons outside, entering the POD facility.

**Recommended Qualifications:** Ability to direct people to maintain a line.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Coordinate with your Patient Flow (P.F.) “Entrance” Team Leader on any issues that come up.

􀂉 Present a friendly and courteous image, these are our family, neighbors & friends.

􀂉 Keep the line moving in a smooth and orderly fashion.

􀂉 Assist folks with special needs, and then turn them over to the “Special Needs Staff” for continuous special needs services.

􀂉 Ensure that you know where security resources are and how to access them should there be a need.

**Patient Flow Staff – “Entrance” *– (Cont.)***

􀂉 Ensure you remain visible to the public.

􀂉 If you see serious bottlenecks in people traffic, notify your supervisor.

􀂉 Ensure adequate rest breaks are provided for yourself, it’s going to be a long day.

􀂉 Ensure you stay comfortable depending on climate.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Patient Flow Team Leader – “Floor”**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Main POD Floor

**Person You Report To:** Patient Flow Group Supervisor

**Persons Reporting to You:** Patient Flow Staff – “Floor”

**Job Description:** Supervise staff maintaining the smooth flow of persons moving through the various stations inside the POD facility.

**Recommended Qualifications:** Ability to supervise small staff of people.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Coordinate with the Patient Flow (P.F.) Group Supervisor and identify equipment, forms, supplies, procedures, and any other resources that you will need for your P.F. staff.

􀂉 Ensure that your staff has a solid understanding of the POD’s patient flow plan and that they understand their role in making it happen.

**Patient Flow Team Leader– “Floor”**

􀂉 Ensure that you have a communications plan in place between you & your P.F. staff so that you can effectively communicate amongst yourselves (with or without radios).

􀂉 Ensure that your P.F. Staff are briefed on where security resources are and how to access them should there be a need.

􀂉 Ensure you and your staff remain visible to the public.

􀂉 Obtain feedback from Patient Flow staff on bottlenecks, and attempt to resolve them.

􀂉 Have a plan in your mind, on how you will shift resources should that become necessary.

􀂉 If you need more people or resources**....ask for it** through the Patient Flow Group Supervisor.

􀂉 Should lines become excessively long, try to make people waiting more comfortable by:

* Breaking lines to 4 abreast rather than 1 or 2 abreast where possible.
* Providing markers along the line with projected wait times at this point.
* Put up informational posters along the route wall so people can receive educational materials while they wait.
* Provide informational updates along the line and keeping people informed.

􀂉 Consider “Special Lines” for persons with special needs, Families with small children, or even “Express Lanes” for those with no complications or special conditions, as needed.

􀂉 Collaborate with the other “P.F. Team Leaders” on how to better meet people’s needs while they wait, & expedite folks through the POD process, keep the P.F. Group Supervisor in the loop.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Ensure you and your staff stay comfortable depending on climate.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Patient Flow Staff – “Floor”**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Main POD Entrance

**Person You Report To:** Patient Flow “Entrance” Team Leader

**Job Description:** Maintain a smooth flow of persons outside, persons moving **through** the various stations inside the POD facility.

**Recommended Qualifications:** Ability to direct people to maintain a line.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Coordinate with your Patient Flow (P.F.) “Floor” Team Leader on any issues that come up.

􀂉 Present a friendly and courteous image, these are our family, neighbors & friends.

􀂉 Keep the line moving in a smooth and orderly fashion.

􀂉 Assist folks with special needs, and then turn them over to the “Special Needs Staff” for continuous special needs services.

􀂉 Ensure that you know where security resources are and how to access them should there be a need.

**Patient Flow Staff – “Floor”**

􀂉 Ensure you remain visible to the public.

􀂉 If you see serious bottlenecks in people traffic, notify your supervisor.

􀂉 Ensure adequate rest breaks are provided for yourself, it’s going to be a long day.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Patient Flow Team Leader – “Exit”**

****

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Main POD Exit Area

**Person You Report To:** Patient Flow Group Supervisor

**Persons Reporting to You:** Patient Flow Staff – “Exit”

**Job Description:** Supervise staff maintaining the smooth flow of persons exiting the POD facility.

**Recommended Qualifications:** Ability to supervise small staff of people.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Coordinate with the Patient Flow (P.F.) Group Supervisor and identify equipment, forms, supplies, procedures, and any other resources that you will need for your P.F. staff.

􀂉 Ensure that your staff has a solid understanding of the POD’s patient flow plan and that they understand their role in making it happen.

**Patient Flow Team Leader – “Exit”**

􀂉 Ensure that you have a communications plan in place between you & your P.F. staff so that you can effectively communicate amongst yourselves (with or without radios).

􀂉 Ensure that your P.F. Staff are briefed on where security resources are and how to access them should there be a need.

􀂉 Ensure you and your staff remain visible to the public.

􀂉 Obtain feedback from Patient Flow on bottlenecks, and attempt to resolve them.

􀂉 Have a plan in your mind, on how you will shift resources should that become necessary.

􀂉 If you need more people or resources**....ask for it** through the Patient Flow Group Supervisor.

􀂉 Collaborate with the other “P.F. Team Leaders” on how to better meet people’s needs while they wait, & expedite folks through the POD process, keep the P.F. Group Supervisor in the loop.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Ensure you and your staff stay comfortable depending on climate.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Patient Flow Staff – “Exit”**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Main POD Entrance

**Person You Report To:** Patient Flow “Floor” Team Leader

**Job Description:** Maintain a smooth flow of persons exiting the POD facility.

**Recommended Qualifications:** Ability to direct people to maintain a line.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Coordinate with your Patient Flow (P.F.) “Exit” Team Leader on any issues that come up.

􀂉 Present a friendly and courteous image, these are our family, neighbors & friends.

􀂉 Keep the line moving in a smooth and orderly fashion.

􀂉 Assist folks with special needs, and then turn them over to the “Special Needs Staff” for continuous special needs services.

􀂉 Ensure that you know where security resources are and how to access them should there be a need.

**Patient Flow Staff – “Exit”**

􀂉 Ensure you remain visible to the public.

􀂉 If you see serious bottlenecks in people traffic, notify your supervisor.

􀂉 Ensure adequate rest breaks are provided for yourself, it’s going to be a long day.

􀂉 Ensure you and you stay comfortable depending on climate.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Special Needs Group Supervisor**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Medical Screening Area

**Person You Report To:** Patient Flow Branch Director

**Persons Reporting to You:** Special Needs Counselors, Special Needs Escorts, Special Needs (Interpreters –Translators – Signers)

**Job Description:** Coordinate and supervise all activities and staff of the Special Needs Group and carry out tasks/directives established by the Patient Flow Branch Director.

* + Your ***Primary job*** is to supervise & direct the assistance of special needs patients through the process.
  + Special Needs counselors, escorts, interpreters, translators & signers report to you for assignments.
  + Using the medical screening forms and client interviews, assure that all persons are screened for contraindications

**Recommended Qualifications:** Mental Health/Physical/Occ. Therapist/Special Needs Background (preferable)

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Special Needs Group Supervisor *– (Cont.)***

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Check for available Multi-language forms and fact sheets

􀂉 Confirm and determine number and types of staff available by specialty.

􀂉 Project needs for additional staff based on number of special needs clients arriving at the clinic. If you need more people or resources**....ask for it** through the Patient Flow Branch Director.

􀂉 Determine if a separate special needs line is needed in the POD for ease of client flow, coordinate with Patient Flow Group Supervisor to initiate this action.

􀂉 As available, Special Need Counselors will assess clients with disabilities needs; assign staff to meet those needs based on the resources available to you.

􀂉 Ensure availability of a private area to assist clients as needed.

􀂉 Assess current supplies and procure wheelchairs through the Logistics Chief.

􀂉 Work with Floaters/Runners to help with client physical needs as appropriate.

􀂉 Monitor client flow patterns (if there is a special needs line) with the Operations Chief to correct any problems.

􀂉 Ensure that proper documentation is maintained for all activities.

􀂉 Try to keep families together.

􀂉 Review and confirm staffing levels for next day or next shift with your supervisor.

􀂉 Provide routine progress and/or status reports to your supervisor.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Special Needs Counselor**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Special Needs

**Person You Report To:** Special Needs Group Supervisor

**Job Description:** Assess persons with special needs or physical disabilities and make recommendations on what resources may be required to assist them through the POD process.

**Recommended Qualifications:** Mental Health/Physical/Occ. Therapist/Special Needs Background (preferable)

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 As determined, ensure that the separate special needs processing area is properly set-up.

􀂉 Assess clients with special needs, determine their needs and relay that information to the Special Needs Group Supervisor for assignment.

**Special Needs Counselor *– (Cont.)***

# 􀂉 Communicate any resource needs to the Special Needs Group Supervisor.

􀂉 Ensure that all clients transitioning the clinic have had their needs met and are as comfortable as possible with the situation.

􀂉 Periodically monitor the activities of Special Needs Escorts to ensure proper procedures are being followed.

# 􀂉 Provide routine progress and/or status reports to the Special Needs Group Supervisor.

􀂉 Perform other duties as assigned and approved by the person you report to.

􀂉 Try to keep families together.

􀂉 Ensure adequate rest breaks are provided for yourself, it’s going to be a long day.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Special Needs Escort**



**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Special Needs Area

**Person You Report To:** Special Needs Group Supervisor

**Job Description:** To provide personal assistance and transportation to clients with physical disabilities or special needs through the clinic process.

**Recommended Qualifications:** Ability to work with people with special needs and knowledge of proper wheelchair use.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Obtain a detailed briefing from the Special Needs Group Supervisor on your job assignment.

􀂉 Assist clients with special needs individually throughout the clinic process as requested.

􀂉 Ensure that all clients transitioning the clinic have had their needs met and are as comfortable as possible with the situation.

􀂉 Return equipment, such as wheelchairs, after use.

􀂉 Ensure adequate rest breaks are provided for yourself, it’s going to be a long day.

**Special Needs Escort *– (Cont.)***

􀂉 Try to keep families together.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

􀂉 Brief incoming Special Needs Escorts on what worked & what did not in assisting clients.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Interpreter /Translator/ Signers**



**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Special Needs Area

**Person You Report To:** Special Needs Group Supervisor

**Job Description:** To provide translation services to persons with communication limitations.

**Recommended Qualifications:** Ability to communicate in foreign language(s) or sign language.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Review and become familiar with all available forms and materials to enable easier interpretation.

􀂉 Explore what forms are currently available and in what languages.

􀂉 Ensure an adequate supply of pens, paper, & pictorials, as available.

**Interpreter /Translator/ Signers *– (Cont.)***

􀂉 Provide Interpreter/Translator/Signing services as needed:

* Translate for individuals who cannot speak English and are not accompanied by someone who can translate for them.
* Assist with forms.
* May need to verbally ask for the information on the form and write in the information given by the client.
* Provide translation of forms and materials, if possible.

􀂉 Employ Tele-Language Services telephone /on-line services, as available.

􀂉 Assure that the person is able to understand information related to the vaccination/medication process and make the appropriate decisions.

􀂉 Accompany clients needing interpretation services through each clinic station.

􀂉 Try to keep families together.

􀂉 Project needs for additional staff based on number of clients needing communications services. If you need more people or resources**....ask for it** through your Supervisor.

􀂉 If limited skilled people are available, consider forming larger groups than just one family and coordinating through the Patient Flow Group Supervisor the possibility of having the larger group go through the POD as a collective.

􀂉 Document services and track numbers as appropriate.

􀂉 Provide routine progress and/or status reports to Special Needs Group Supervisor.

􀂉 Review staffing levels for your skill set (Interpreter /Translator/ Signers) for the next shift or next day with Special Needs Services Director to ensure these skills are available.

􀂉 Ensure adequate rest breaks are provided for yourself, it’s going to be a long day.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Education/Mental Health Branch Director**



**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Education /Mental Health Branch

**Person You Report To:** Operations Section Chief

**Persons Reporting to You:** Mental Health Group Supervisor

Education Group Supervisor

**Job Description:** To manage & oversee the overall Educational & Mental Health services

provided by the POD.

Key services your Branch provides include:

* + - Educational Services to the POD staff & client alike.
    - Educational presentation services and materials.
    - Mental Health Counseling Services
    - Exit Review POD functions

**Recommended Qualifications:** Management & Supervisory experience with a general basic knowledge of Mental Health & Educational services.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with the Operations Section Chief.

􀂉 Attend Operations Section Briefing.

**Education/Mental Health Branch Director *– (Cont.)***

**Duties:**

􀂉 Wear the appropriate Personal Protective Equipment (PPE) as directed.

􀂉 At the initial branch-level briefing, identify your branch’s goals & expectations to your staff.

􀂉 Ensure that the Education Group has the appropriate handouts, videos, AV equipment and all other educational materials resources required.

􀂉 Ensure that the Mental Health Group has enough private space and people meet expected need for counseling services. If you need more people or resources**....ask for it** through the Operations Section Chief.

􀂉 Ensure that the Exit Review staff understand their job and are ready to collect & secure the medical processing forms and provide clients with exit services.

􀂉 Ensure that your branch is ready to receive patients, signs are up & staff is in place.

􀂉 Keep people moving....monitor client flow patterns and work to correct any problems through the Patient Flow Branch Director.

􀂉 Try to keep families together at all times.

􀂉 Obtain information and updates from those reporting to you for resources needed.

􀂉 Communicate all requests for incoming and outgoing resources with the Operations Section Chief.

􀂉 Coordinate with your Group Supervisors periodically and monitor their progress.

􀂉 Provide routine progress and/or status reports to the Operations Section Chief.

􀂉 Ensure all documents and reports requested by the Operations Section Chief are completed & submitted on time.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by the Operations Section Chief.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Mental Health Group Supervisor**



**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Mental Health Services Area

**Person You Report To:** Education/Mental Health Branch Director

**Persons Reporting to You:** Mental Health Licensed Counselors

**Job Description:** To provide crisis mental health counseling services at the POD site to people & staff in need. To utilize your staff of licensed & non-licensed Mental Health Counselors to assist the public & POD staff through this process.

**Recommended Qualifications:** Licensed Counselor/Social Worker (preferred with supervisory experience).

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Obtain briefing from the Education/Mental Health Branch Director

􀂉 Brief your staff on goals and expectations.

􀂉 Ensure availability of a private area to assist clients as needed.

􀂉 Assess the capabilities of the Licensed & Non-Licensed Mental Health Counselors that you are supervising.

􀂉 Assist Licensed & Non-Licensed Mental Health Counselors in their duties and assignments.

**Mental Health Group Supervisor *– (Cont.)***

􀂉 Provide mental health support, education and therapeutic intervention as needed.

􀂉 Document cases of clients and track numbers of clients provided support.

􀂉 Monitor environment and alert security staff of concerns of potential violent situations

􀂉 Float around clinic observing and monitoring clients for signs of fatigue or distress.

􀂉 Periodically monitor the “pulse” of the POD and provide the Education/Mental Health Branch Director with an estimated assessment of counseling needs in your area.

􀂉 Utilize Floaters/Runners as appropriate to assist client throughout the remainder of their clinic

􀂉 Coordinate with the Special Needs Group Supervisor for special needs services.

􀂉 Provide routine progress and/or status reports to Special Needs Services Director.

􀂉 Review and confirm staffing levels for next day or next shift with Special Needs Services Director.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Mental Health “Licensed” Counselors**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Mental Health Services Area

**Person You Report To:** Mental Health Group Supervisor

**Persons Reporting to You:** Mental Health “Non-Licensed” Counselors

**Job Description:** To provide crisis related mental health counseling services at the POD site to people & staff in need.

To supervise non-licensed Mental Health Counselors to assist the public &

POD staff through this process.

**Recommended Qualifications:** Licensed Counselor/Social Worker (preferred with supervisory experience).

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Obtain briefing from the Education/Mental Health Branch Director

􀂉 Brief your staff on goals and expectations.

􀂉 Ensure availability of a private area to assist clients as needed.

􀂉 Assess the capabilities of the Non-Licensed Mental Health Counselors that you are supervising.

**Mental Health “Licensed” Counselor *– (Cont.)***

􀂉 Assist Non-Licensed Mental Health Counselors in their duties and assignments.

􀂉 Provide mental health support, education and therapeutic intervention as needed.

􀂉 Document cases of clients and provided support.

􀂉 Monitor environment and alert security staff of concerns of potential violent situations

􀂉 Coordinate with the Special Needs Group Supervisor for special needs services.

􀂉 Provide routine progress and/or status reports to Mental Health Group Supervisor.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Mental Health Counselors *(Non-Licensed)***

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Mental Health Services Area

**Person You Report To:** Mental Health Licensed Counselors

**Job Description:** To provide crisis related mental health counseling services at the POD site to people & staff in need.

**Recommended Qualifications:** Counseling Experience preferred - (Mental Health, Schools, Clergy, and PTSD Disaster Counselors) Position may also be filled by a caring persons, who works well with people.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Obtain briefing from your supervisor.

􀂉 Ensure availability of a private area to assist clients as needed.

􀂉 Provide mental health support, education and therapeutic intervention as needed.

􀂉 Coordinate with your supervisor for special needs

􀂉 Document cases of clients and provided support.

􀂉 Monitor environment and alert security staff of concerns of potential violent situations

􀂉 If “Special Needs” services are needed (translators, signers etc.) coordinate with your supervisor.

**Mental Health Counselor (Non-Licensed) *– (Cont.)***

􀂉 Provide routine progress and/or status reports to your supervisor.

􀂉 Ensure adequate rest breaks are provided for yourself.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Education Group Supervisor**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Education Group

**Person You Report To:** Education/ Mental Health Branch Director

**Persons Reporting to You:** Patient Educators,Exit Review Team Leader, Video/Media Operator

**Job Description:** You Supervise the POD Education Group which has two major responsibilities:

* Provide POD clients with educational materials and an initial educational presentation explaining why we are here, the POD process, and information on the medicines or vaccinations they are about to receive.
* To conduct an Exit Review where staff will collect all forms, reinforce the importance of taking medications, answer any questions clients may have, and provide post-POD educations materials on potential side effects, or follow-up care.

**Recommended Qualifications:** Public Health, Teacher, RN, LPN, Paramedic, EMT (with supervisory experience)

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Education Group Supervisor *– (Cont.)***

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 At the initial group briefing, identify your group’s goals & expectations to your staff.

**Patient Educators**

􀂉 Ensure you receive the proper educational materials and guidance from the County EOC, State EOC, or SD Department of Health as available.

􀂉 Ensure Education Station has appropriate handouts, videos, AV equipment and all other educational materials needed.

􀂉 Ensure AV equipment is set-up properly, (if used).

􀂉 Ensure Education Station is set-up properly for clients.

􀂉 Ensure educational materials are being properly presented to the clients.

􀂉 Consider using poster along the POD route to educate clients, as appropriate.

**Exit Review Staff**

􀂉 Ensure that the Exit Station has appropriate exit materials and equipment needed.

􀂉 Ensure that the Exit Station is set-up properly, and that your staff is in place.

􀂉 Provide exit materials and review information, emergency contact information and vaccine site management with clients if necessary.

􀂉 Ensure Exit Staff is properly reviewing for accuracy and completeness all client forms, and having clients make corrections as necessary.

􀂉 Ensure Exit Staff is properly securing all client forms.

**Both**

􀂉 Maintain client flow to remain on schedule.

􀂉 When your staff reports disruptions and changes in client flow, report updates to Education/ Mental Health Branch Director.

􀂉 Try to Keep families together.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Patient Educators**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Education Group

**Person You Report To:** Education Group Supervisor

**Job Description:** Provide POD clients with educational materials and an initial educational presentation explaining why we are here, the POD process, and information on the medicines or vaccinations they are about to receive.

**Recommended Qualifications:** Public Health, Teacher, RN, LPN, Paramedic, EMT.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review Job Action Sheet.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Ensure you receive the proper educational materials and guidance from the Education Group Supervisor.

􀂉 Ensure Education Station has appropriate handouts, videos, AV equipment and all other educational materials needed.

􀂉 Ensure Education Station is set-up properly for clients.

􀂉 Consider using informational poster along the POD route to educate clients, as appropriate.

**Patient Educators *– (Cont.)***

􀂉 Maintain client flow to remain on schedule.

􀂉 Try to Keep families together.

􀂉 Ensure adequate rest breaks are provided for yourself, it’s going to be a long day.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Video/Media Operator**



**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Education Group

**Person You Report To:** Exit Review Team Leader

**Job Description:** To set up & run operate audio/visual equipment.

**Recommended Qualifications:** Knowledge of A/V equipment.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Obtain briefing from the Education Group Supervisor on what A/V equipment will be used, and where.

􀂉 If you are missing any A/V components or power cords, notify the Education Group Supervisor as soon a possible.

􀂉 Set up the A/V equipment, laptops, LCD projector, screens, etc. and ensure that it is operational, and will work as expected.

􀂉 Try a dry run with the materials (especially laptop presentations) with the education staff.

􀂉 Remain available to trouble-shoot problems should they occur.

**Video/Media Operator *– (Cont.)***

􀂉 Ensure adequate rest breaks are provided for yourself, it’s going to be a long day.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

􀂉 Be sure to brief your replacement on the equipment and it’s use.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Exit Review Team Leader**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Education Group - Exit Review Area

**Person You Report To:** Education Group Supervisor

**Persons Reporting to You:** Exit Review Staff

**Job Description:** Supervise the Exit Review Team, whose main function is to provide clients with exit material, answer any final questions, and collect & secure any remaining medical forms.

**Recommended Qualifications:** Ability to supervise a small staff.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets of yourself & your subordinates

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Ensure that your staff understand their roles and responsibilities.

􀂉 Ensure the Exit Review Station is set-up properly.

􀂉 Ensure station has appropriate exit materials and equipment needed.

􀂉 Ensure staff provides exit materials, review information, emergency contact information and vaccine site management with clients, as necessary.

􀂉 Ensure accuracy and completeness of client forms, as necessary.

**Exit Review Team Leader *– (Cont.)***

􀂉 Ensure staff retrieves all client medical screening or other forms and properly secures them.

􀂉 If a post-vaccination waiting period is required, ensure people are monitored for immediate side effects (by medical staff) provided a waiting area and released after their time is completed.

􀂉 Keep people moving, report disruptions and changes in client flow to Exit Station Supervisor.

􀂉 Try to keep families together.

􀂉 Refer client questions to appropriate persons.

􀂉 Maintain adequate supply levels of materials.

􀂉 Provide routine progress and/or status reports to the Education Group Supervisor.

􀂉 Ensure adequate rest breaks are provided for yourself & your staff.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**

**Exit Review Staff**

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**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shift: \_\_\_\_\_\_\_\_\_**

**Area Assigned:** Education Group - Exit Review Area

**Person You Report To:** Exit Review Team Leader

**Job Description:** Provide clients with exit material, answer any final questions, assist with waiting area (for post-vaccination clinics) collect & secure any remaining medical forms.

**Recommended Qualifications:** Administrative skills.

**Check-In:**

􀂉 Sign-in at Workforce Staging Area.

􀂉 Sign-out equipment and resource packet.

􀂉 Review the Job Action Sheets.

􀂉 Receive vaccination/prophylaxis, if not already treated.

􀂉 Receive and put on identification (vest, id badge, etc.).

􀂉 Sign necessary forms, if applicable (confidentiality forms, etc.).

􀂉 Check in with your supervisor.

􀂉 Attend briefing.

**Duties:**

􀂉 Wear appropriate Personal Protective Equipment (PPE) as directed.

􀂉 Ensure that you understand their roles and responsibilities.

􀂉 Ensure the Exit Review Station is set-up properly.

􀂉 Ensure station has appropriate exit materials and equipment needed.

􀂉 Ensure accuracy and completeness of client forms, as necessary.

􀂉 Collect all remaining client medical screening or other forms and properly secures them.

**Exit Review Staff *– (Cont.)***

􀂉 If a post-vaccination waiting period is required, ensure people are monitored for immediate side effects (by medical staff) provided a waiting area and released after their time is completed.

􀂉 Keep people moving, report disruptions and changes in client flow to Exit Station Supervisor.

􀂉 Try to keep families together.

􀂉 Refer client questions to appropriate persons.

􀂉 Maintain adequate supply levels of materials.

􀂉 Provide routine progress and/or status reports to the Education Group Supervisor.

􀂉 Ensure adequate rest breaks are provided for yourself, it’s going to be a long day.

􀂉 Monitor colleagues and clients for signs of fatigue and distress.

􀂉 Exercise authority to stop and prevent any unsafe acts.

􀂉 Perform other duties as assigned and approved by your supervisor.

**Check-out:**

􀂉 When relieved, hand-in all documents, including Job Action Sheet with comments/feedback to your supervisor.

􀂉 Participate in scheduled debriefing at shift change or close of clinic.

􀂉 Return to Workforce Staging Area.

􀂉 Return identification (vest, id badge, etc.).

􀂉 Sign-in equipment.

􀂉 Pick up exit materials, as appropriate.

􀂉 Sign-out.

􀂉 Refer all media inquiries to the POD Public Information Officer (PIO).

**Feedback/Comments:**