Support Team Leader

Purpose: *Supervises the following:*
- POD support functions including assistance and support to special needs clients
- Queue line management
- Exit evaluation.

Qualifications: Medical or nursing personnel when possible, trained staff or volunteer.

Supervisor: POD Director/Manager

Responsible For: Support Team members and Queue Line Specialists

Responsibilities upon Activation:
- Sign in on Check In/Out From (ICS-211)
- Receive assignment and Just-in-Time (JIT) training from their Supervisor
- Review POD Site Plan
- Review Job Aid(s)
- Review and familiarize self with POD site surroundings for work station locations, Command Post, lavatories, first aid and break rooms
- Review standing orders, protocols, screening forms and familiarize self with contraindications potential drug interactions, medication/vaccine/biologic side effects and disease symptoms
- Review personal protection equipment guidelines as determined by Safety Officer

Ongoing Responsibilities:
- Answer general POD questions, greet staff as they are assigned, and provide Job Aid Sheets and Just-in Time training to them when directed
- Ensure that your subordinates are properly badged
- Establish chain of command and performance expectations
    - Your subordinates are to report ONLY to you
    - Your subordinates work with other staff as assigned by you, but DO NOT take instructions from or provide official information to anyone other than you
    - Any questions, problems or incidents should be reported to you
    - It is important that staff DO NOT make decisions on their own, other than those provided for in their Job Aid Sheets. This ensures critical consistency with respect to performance and information at the site.
    - Ensure that staff is personally prepared, self-sufficient and adequately equipped to perform their assignments
- Delegate job duties and distribute Job Aid Sheets for each team member or resource, answer questions (entrances, exits, parking, bathroom locations, etc)
- Direct symptomatic clients or those with symptomatic family members to other medical facilities for evaluation and treatment
- Refer all medical questions to the Treatment Team Leader or the POD Director/Manager
- Oversee runners and queue line managers and directs them as needed
- Oversee exit evaluation, and coordinates with the Treatment Team Leader and EMS units as needed.
- Report any security/safety issues immediately to the POD Director/Manager and the Security staff.
- Request additional forms and other supplies from The Supply Leader
- Participate in scheduled briefing sessions
- Communicate any issues to POD Director/Manager as indicated

Demobilization Responsibilities:
- Prepare Support Station for next operational period or closure
- Assist with POD clean-up
- Assist with demobilization and recovery procedures
- Identify issues for After Action Report
- Ensure the collection of all paperwork
- Participate in scheduled debriefing sessions
- Conduct exit interviews with your subordinates
- Check out with the POD Director/Manager and sign out on Check In/Out Log (ICS-211)