

## Emergency Social Services Level One Supervisor Guidelines

*Note: These guidelines are recommendations only. The structure and management of the local ESS Level 1 function are the responsibility of the Local Authority.*

### **Position Description:**

The ESS Director or Emergency Program Coordinator has overall responsibility for the recruitment and management of ESS Level 1 volunteers, whether as a part of the community ESS Team or another organization (e.g. Victim Services) tasked with the provision of ESS Level 1 services. This person, or designate, acts as the point of contact between the Level 1 Team Supervisor and all other levels, organizations, and agencies.

The specific roles and responsibilities of the ESS Level 1 Supervisor are determined by the Local Authority to meet local needs.

### **Reports To:**

As determined by the Local Authority, e.g. Emergency Social Services Director, Emergency Program Coordinator, or other designate.

### **Prerequisites:**

- Required:
  - ❑ ESS Level 1 training
  - ❑ Introduction to ESS
  - ❑ Introduction to Emergency Management in BC
  - ❑ Registration and Referrals for Food, Clothing and Lodging
  
- Recommended:
  - ❑ Personal Services Level 1 (Meet & Greet)
  - ❑ Public Safety Lifeline Leadership
  - ❑ Volunteer Management
  - ❑ Reception Centre Course
  - ❑ Resource Acquisition for Food, Clothing and Lodging
  
- Skills and Attributes:
  - ❑ Demonstrated leadership ability
  - ❑ Knowledge of BCERMS
  - ❑ Administrative capabilities
  - ❑ Knowledge of local resources
  - ❑ Interviewing skills

## **Responsibilities:**

- ❑ Safety and health of ESS Level 1 volunteers
- ❑ Recruitment, training and management of ESS Level 1 volunteers
- ❑ Review ESS L1 on line quiz with new recruits
- ❑ Inventory and distribution of forms, response kits, supplies
- ❑ Ensure awareness of and adherence to current policies and procedures
- ❑ Update of community resource list (i.e. accommodations, food, support organizations)
- ❑ Scheduling of volunteers
- ❑ Ensure Regional PEP Office is aware of Supervisor's and/or Team Leaders' names and contact information
- ❑ Ensure a PEP task number has been secured prior to any volunteers responding
- ❑ Facilitate hand over of response upon escalation
- ❑ Receive copies of completed Referral Forms and Action Checklists
- ❑ Ensure pink copies of Referral forms are forwarded to PEP Headquarters in Victoria
- ❑ Submit a copy of the Action Checklist to the Local Authority
- ❑ Submit a Task Report to the PEP Regional Office/RESSRC
- ❑ Ensure necessary documentation for volunteer reimbursement is submitted to PEP, if applicable
- ❑ Inform the PEP Regional ESS Recovery Coordinator of any unusual circumstances, difficulties, or policy issues
- ❑ Post incident interview of responders
- ❑ Initiate formal de-briefing as required
- ❑ Facilitate transition to Recovery phase
- ❑ Act as ESS Level 1 Team representative, as required, with:
  - Community ESS Team
  - Emergency Program Coordinator
  - Support Organizations
  - Community Resources

## **Function Aids:**

- ❑ Level 1 ESS Training Package
- ❑ Sample Interview Questions for ESS Volunteers
- ❑ Sample Volunteer Service Agreement
- ❑ Standards of Conduct for ESS Workers
- ❑ Level 1 ESS Kit – Suggested Contents
- ❑ Community resources
- ❑ Important telephone contacts
- ❑ PEP Policy Bulletins
- ❑ Tips for Level 1 ESS