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 online 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

Provided by Provincial Emergency Program, Emergency Management BC, September 17, 2007