
Forms Completion Team

Purpose:

- Assists clients in completing Intake or other designated forms.
- Provides translation services to clients
- Identifies persons with complex problems and make referrals, as necessary.
- Directs clients to the Forms Review Station.

Supervisor: Forms Completion Team Leader

Qualifications: Trained staff or volunteers. Appropriately multi-lingual if possible.

Responsible For: Self

Responsibilities upon Arrival:

- Sign in on Check In/Out Log (ICS-211)
- Receive assignment and Just-in-time (JIT) training from their team leader
- Review Job Aid(s)
- Ensure that Forms Completion site is set up and ready for operation
- Review and familiarize self with POD site surroundings for work station locations, office areas, lavatories, first aid and break rooms
- Review Intake forms or other designated forms and familiarize self with information that is required for each form.

Ongoing Responsibilities

- Direct symptomatic clients or those with symptomatic family members to other medical facilities for evaluation and treatment
- Assist clients with Intake Form(s) or other required form(s)
- Assure that the Intake form or other appropriate form(s) is/are complete
- Answer basic medical questions concerning prophylaxis method and reactions
- Translate or provide translation services for clients
- Direct clients to Treatment Station
- If client refuses recommended prophylactic agent, have client sign declination and direct them to the exit
- Refer all medical questions to the Forms Completion Team Leader
- Report any security/safety issues immediately to the Forms Completion Team Leader and or the POD Director/Manager
- Document incidents appropriately
- Refer distressed, upset and anxious clients to the Support Station
- Request additional forms and other supplies from the Forms Completion Team Leader

Demobilization Responsibilities:

- Prepare Forms Completion Station for next operational period
- Assist with POD clean-up
- Assist with tear-down and re-packing as requested
- Ensure the collection of all paperwork
- Participate in scheduled debriefing sessions
- Check out with the Forms Completion Team Leader and sign out on Check In/Out Log (ICS-211)