
Forms Completion Team Leader

Purpose: *Supervises all the following:*

- Assisting clients in completing Intake or other designated forms.
- Provision of translation services to clients
- Identification of clients with complex problems and make referrals, as necessary
- Direction of clients to the Forms Review Station

Supervisor: POD Director Manager

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

Responsible For: Forms Completion Team members

Responsibilities upon Arrival:

- Sign in on Check In/Out Log (ICS-211)
- Receive appointment and Job Aid Sheet from their Supervisor
- Review POD Plan
- Review Job Aid(s)
- Oversee set up of Forms Completion Station(s) and all forms completion duties
- 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
- Review and understand Intake Form(s) or other designated form(s) being used at the site

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)
- Translate or provide translation services for clients
- Answer basic medical questions concerning prophylaxis method and reactions
- Refer all medical questions to the Treatment Team Leader or POD Director/Manager
- Document incidents appropriately
- Direct symptomatic clients or those with symptomatic family members to other medical facilities for evaluation and treatment
- Report any security/safety issues immediately to the POD Director/Manager, Safety Officer or Security staff.
- Refer distressed, upset and anxious clients to the Support area
- Request additional forms and other supplies from The Supply Leader
- Participate in scheduled briefing sessions

Demobilization Responsibilities:

- Prepare Forms Completion Station(s) for next operational period
- Assist with POD clean-up
- Assist with tear-down and re-packing as requested
- 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)