
Queue Line Specialists

Purpose:

- Ensure maximum client flow through the POD stations.

Qualifications: Trained staff or volunteers**Supervisor:** Support Team Leader**Responsible For:** Self**Responsibilities upon Activation:**

- 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 Station(s) is set up and ready for operation
- Review and familiarize self with POD site surroundings for work station locations, Command Post, lavatories, first aid and break room
- Understand role at POD site as per JIT training and assignment
- Assist with set-up of Stations and other areas as requested

Ongoing Responsibilities:

- Greet clients as they present
- Answer general POD questions (entrances, exits, parking, bathroom locations, etc)
- Direct client flow between POD stations making sure that queue lines are evenly distributed
- Notify the Support Team Leader regarding client special needs, concerns or problems
- Know the estimated length of time an average client will spend at the POD
- Provide basic information about the medication and dispensing process
- Refer all medical questions to the Support Team Leader
- Report any security/safety issues immediately to the Support Team Leader
- Document incidents appropriately
- Refer distressed, upset and anxious clients to the Support area
- Report bottlenecks, issues or problems to Support Team Leader and suggest alternatives
- Attend briefings with Support Team Leader
- Keep queue lines clean and organized

Demobilization Responsibilities:

- Prepare for an orderly change of shift or closure
- Assist with POD clean-up
- Assist with tear-down and re-packing as requested
- Identify issues for After Action Report
- Participate in scheduled debriefing sessions
- Check out with the Support Team Leader and sign out on Check In/Out Log (ICS-211)