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## Support Team

**Purpose:**

- Provides POD support functions including assistance and support to special needs clients
- Exit evaluation.

**Qualifications:** Medical or nursing personnel when possible, trained staff or volunteer.

**Supervisor:** Support Team Leader

**Responsible For:** Self

**Responsibilities upon Arrival:**

- Receive assignment and Just- in-Time (JIT) training from Support Team Leader
- Review Job Aid(s)
- Ensure that Support Station 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 room
- Understand role at POD site as per JIT training and assignment
- Assist with set-up of other areas as requested

**Ongoing Responsibilities:**

- Set-up Support Station(s) with materials and equipment needed
- Provide clients with assistance as needed or directed throughout the POD and prior to exiting the POD
- Observe clients for drug reaction or symptoms if a waiting period is required
- Locate and acquire items for clients at the request of POD staff (ie wheelchair)
- Locate and acquire client assistance at the request of POD staff (ie educator, translation services, etc)
- Notify the Support Team Leader regarding client special needs, concerns or problems
- 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 Screening Team Leader and or security staff
- Document incidents appropriately
- Keep area clean and organized

**Demobilization Responsibilities:**

- Prepare Support Station for next operational period or closure
- Assist with POD clean-up
- Assist with demobilization and recovery procedures 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)