Job Aid

Hotline Lead

Name: _____ **Date:** _____ **Event:** _____

* Use one Job Aid per shift. Document all details in the Tasks (Pending) and Notes Section. Completed Job Aid will be reviewed with new volunteer at Transfer of Duties. Copy will be placed in dedicated Binder on site for future reference.

Time Done	
	OVERVIEW
	Hotline Lead is primarily responsible for directing and facilitating all NVADG Hotline Operators for Animal Branch Operations (ABO). ELEMENTS INCLUDE**:** • Managing the phone system to allow people to call the North Valley Animal Disaster Group and talk to an operator to request animal service or get other information. • Being a point of contact for the animal response. People can talk to a human to get answers or get information on the correct place to call. • Giving animal owners a resource to retrieve their animals and stop the owner from taking the risk of going back into the evacuation zone. • 24-hour staffing during active evacuations.
	POSITION OVERVIEW
	• Responsible for overseeing and managing all tasks required to receive Service Requests from the Public. This includes managing the message on the automated attendant, managing phone extensions and purposes, forwarding calls and managing call logs. • Calls about animals generate a Service Request or search in Shelterly. Hotline Operators capture and enter the information used to retrieve, search and rescue or shelter in place animals, and help match lost animals with their owners. This requires technical-level skills in Shelterly, a quality control methodology and ability to train operators on the fly.
	REPORTS TO
	Staging Group Supervisor
	WHO REPORTS TO
	• All Hotline Operators
	PLANS & REPORTS – What you create
	• Hotline counts at 1700 • Inform Staging Group Supervisor of number of lunches needed for the Hotline Operators; report this number ONE MEAL PRIOR. • Create WhatsApp group for Hotline Operators and add new Operators as they volunteer.

	FORMS & GUIDES – What you use
	• ICS 214 • ICS Form 213 (Resource Request) • ICS 226 (Injury Report Log) – immediately report injury to ICS Supervisor • Service Request (SR) – enter directly online or use paper forms and/or fillable PDF • Hotline Operator Job Training Aid – Taking Service Requests via Paper (NVADG Internal document) • Shelterly Hotline Operational Guide • Hotline Job Aid • Daily ABO IAP • Hotline Call Log for Operators to write phone numbers and names of people calling in a Service Request.
	TECHNOLOGY – What you need to have
	• Shelterly log in and incident access • Internet Service (obtain HotSpot, if needed) • Printers and laptops • Email address and access for emails Service Requests from remote Operators • Knowledge of managing and implementing Ring Central. (Refer to NVADG Internal document) • Technical Level knowledge of the Shelterly, all modules • WhatsApp – to keep current Hotline Operators informed and maintain inter-NVADG Communication • Cell Phone Charger • Cell Phone and headset. Use to receive Hotline calls and for potentially creating a HotSpot if no other internet is available
	RESOURCES – What can help
	• Hotline Operator Job Training Aid – Taking Service Requests via Paper. (Refer to NVADG Internal document) • Shelterly Operational Guides
	COORDINATE WITH
	• Dispatch Lead • Hotline Operators • Remote Hotline Operators • Planning Section Resource Unit Volunteer Impact Tech for Operators and Shelterly Data Entry people staffing
	ASSIGNMENTS/DUTIES
	• Manage Ring Central at the start – and throughout - the Incident. See instructions in Google Workspace. • Set up Hotline Station on-site. Assure 100 copies of Service Request forms and computers that are connected to the internet. • Set up Hotline WhatsApp group. Monitor for questions, oddball situations, issues to advise up the chain of command.

- Organize and manage both onsite and remote Hotline Operators.
- Attend morning briefing (Staging Group Supervisor will post) and give information to all Operators
- **NOTE: Shelterly Data Entry people will be needed to enter Service Requests taken on paper by remote or on-site Operators who are not approved to enter in Shelterly. How they will be identified and sources is TBD**.
- If internet failure occurs, be ready to transition to Request for Animal Services (RAS) paper forms. Have enough on hand at beginning of Incident.
- At the onset of an Incident, recruit and manage volunteers that are unassigned to assist with receiving Hotline calls using the paper Service Request Forms.
- Manage the transition from unassigned volunteers to Shelterly Hotline Database Operators.
- If Service Requests will be recorded via Shelterly, provide Technical Support.
- Manage staffing of Hotline for duration of Incident. Coordinate through Planning Resource Unit Volunteer Impact Technician. If you find the Operators, let VI Tech know who and what hours/days they will work. Staff for call volume: Heavy calls during active evacuations. Once active evacuations are over and first few days are past, calls decrease significantly. Remote operators answering at home are able to work multiple days in a row as long as they get hours off as needed.
- Quality check Hotline Operators information gathering skills, and Shelterly documentation.
- Quality check emailed Service Requests – check to be sure all emails SRs were printed and entered in Shelterly.
- Escalate situations, issues, information Operators get from callers that could be significant.
- Document any Shelterly glitches and escalate to Shelterly Tech Lead. Post to WhatsApp if you have created a WhatsApp Shelterly group.
- Recommend hours of operation to Operations Section Chief. It's best to close down phones at night unless evacuations are active. Hotline Operators can't help people with questions at 2am. Better to let Operators get some sleep.
- Follow up on plans to pick up deceased animals. Who will do, what will process be? Let Operators know; calls will come in to collect deceased.
- The Staging Group Supervisor position must be assumed by Hotline Lead, Dispatch Lead, Evac Lead or Radio Lead if no one fills it at start of incident. Continue until replacement is assigned.

SET UP/START OF INCIDENT

- Identify 5-9 Hotline Operators, ideally able to work at Richter Staging. Remote Operators will help while volunteers are driving to Richter.
- Forward Ring Central to 5-9 Hotline Operators. See NVADG RingCentral instructions.
- Rerecord initial message to advise we are responding. See NVADG RingCentral instructions.
- Assure incident is set up, Operators have log in or email address.
- Keep Operators advised of status of Shelters and Evacuation. When open, when/if teams can go out.
- Paper Forms, pens, and miscellaneous office supplies
- Laptops and Printers
- Post Reference Information/Phone Numbers:
    - Red Cross Shelters (public use).
    - Cal Fire Information Line (public use).
    - Emergency Animal Shelters Addresses (public use).
    - Emergency Animal Shelters – Phone numbers (NVADG use ONLY).
    - Other useful information, based on incident.

	SHIFT CHANGE / TRANSFER OF DUTIES
	• If possible have next Hotline Lead job shadow in advance. • Update Job Aid template with any new or revised duties. Explain how to use Job Aid. • Assure they have electronic sign-in access, schedule for meetings, WhatsApp, other tools. • Reassign Service Request email to new person, update ABO IAP reporting to reflect new name and phone number. • Make face-to-face introductions to key people and provide a full contact list. • Assure new person is included in all distribution lists and has access to all reports. • Give update on current situation, areas of concern and current personnel support needed. • Provide intel on expected situation over next 24-72 hours and beyond. • Turn over all documentation including completed Job Aids listing tasks and unfinished business. • Leave a phone number where you can be reached.
	THINGS TO CONSIDER
	• Paper Forms may be needed at ANY TIME during an incident if internet failure occurs. ALWAYS have adequate stock of Request for Animal Services (RAS) forms immediately available. • Consider setting up a Shelterly WhatsApp group that includes all users. If glitches happen, consider sharing with everyone. Shelterly Technical Lead should be prepared to respond immediately with a fix. • Be prepared to verbally transmit special information on special situations to Dispatch and/or Evac. Some situations may not fit in Shelterly.
	DEMOBILIZATION
	• Debrief with Dispatch Lead and Staging Group Supervisor. • Reset Ring Central. • Report final Hotline Call numbers to Staging Group Supervisor. • Submit 214s. • Confirm all team members have completed and submitted their 214s.
	TASKS (PENDING)

	NOTES

Name: _____ Phone #: _____

Date:_____ Time:_____ am / pm