



# Job Aid

## Staging Group (Richter) Supervisor



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.

<b>Time Done</b>	
	<b>OVERVIEW</b>
	<p><b>This position is responsible for overseeing all Animal Branch Operations (ABO) subordinate to this position in the NVADG Incident Organization Chart.</b></p> <p><b>ELEMENTS INCLUDE:</b></p> <ul style="list-style-type: none"> <li>• General oversight of communications, staffing, meals and supplies for the functions of Hotline, Dispatch, Resolution/Debrief, Radio, Evac, Transport Trailer, and Richter warehouse. In small incidents, a lead for any of the functions may serve as Staging Group Supervisor.</li> <li>• Problem solving operational issues, including Shelterly internet, staffing shortages, building or trailer issues, and implementing new processes required by incident.</li> <li>• Providing conflict resolution strategies for personnel issues or obstacles to meeting goals.</li> <li>• Coordinating all-hands briefings with Animal Branch Operations Center (ABOC) Operations Section Chief before Evacuation Teams leave for assignments. Assure messaging is appropriate and current.</li> <li>• Assuring communications between Richter functions and the rest of the Animal Branch Operations (ABO).</li> </ul>
	<b>POSITION OVERVIEW</b>
	<ul style="list-style-type: none"> <li>• The Staging Group Supervisor assures Hotline, Dispatch, Radio, and Evacuation Leads are managing their goals and objectives, reporting out their status and reporting out what they are seeing/hearing as boots on the ground. The functions housed at the Richter Staging location can become siloed without central leadership and communication. This is the role of the Staging Group Supervisor.</li> <li>• This position also communicates the morning briefing information of sit/stat and safety for all evacuation teams before they leave for assignments.</li> <li>• Position requires good interpersonal skills, organization, and ability to make decisions. The person in this position will be expected to help out as needed in functions under his/her command.</li> <li>• This position reports results up to the ABOC through the ABOC Operations Section Chief.</li> </ul>
	<b>REPORTS TO</b>
	Animal Branch Operations Center (ABOC) Operations Section Chief

<b>WHO REPORTS TO</b>	
	<ul style="list-style-type: none"> <li>• Hotline Lead</li> <li>• Dispatch Lead</li> <li>• Radio Lead</li> <li>• Evacuation Lead</li> <li>• Warehouse Lead</li> </ul>
<b>PLANS &amp; REPORTS – What you create</b>	
	<ul style="list-style-type: none"> <li>• ICS 213 (Resource Request) – paper or electronic</li> <li>• Daily meal count for Evac Team and people on-site</li> <li>• Daily counts at 1000 and 1700 or other agreed upon times</li> </ul>
<b>FORMS &amp; GUIDES – What you use</b>	
	<ul style="list-style-type: none"> <li>• ICS 213 (Resource Request)</li> <li>• ABO IAP</li> <li>• ABO Sit/Stat</li> <li>• Lead contact information</li> </ul>
<b>TECHNOLOGY – What you need to have</b>	
	<ul style="list-style-type: none"> <li>• Cell phone and charger</li> <li>• Computer and internet</li> <li>• WhatsApp</li> <li>• Shelterly</li> <li>• Google Workspace</li> <li>• Response Admin for Electronic Sign-in</li> </ul>
<b>COORDINATE WITH</b>	
	<ul style="list-style-type: none"> <li>• Shelterly Technical Team.</li> <li>• Volunteers skilled in data entry of Shelterly information as both Hotline and Resolution/Debrief need them.</li> <li>• ABOC Safety Officer for security.</li> <li>• ABOC Planning Resource Unit and ABOC Volunteer Impact Technician for staffing.</li> </ul>
<b>ASSIGNMENTS/DUTIES</b>	
	<ul style="list-style-type: none"> <li>• Assure Leads are working and successful to get staffing for their functions. These are specialty positions, which require Shelterly training or evacuation team training and approval. If an area is having trouble, escalate through ABOC Operations Section Chief.</li> <li>• Order meals daily for all staff personnel (number needed relayed by the Leads). <b>Lunch for Evac teams must be on site by 8:00 hours.</b> If that can't be done by standard delivery, assign a person to go pick the meals up at 7:00 hours. Coordinate with Animal Logistics to do this.</li> <li>• Communicate regularly with ABOC Operations Section Chief on what functions are hearing as boots-on-the-ground.</li> <li>• Coordinate 8:00 am morning briefing and messaging to Evacuation Teams before they go out.</li> <li>• Assure Hotline Lead, Dispatch Lead, Radio Lead and Evac Team Lead all hear sit/stat from ABOC Operations Section Chief and have access to ABO IAP.</li> </ul>

	<ul style="list-style-type: none"> <li>• Coordinate Richter opening and closing to be sure there are enough people with the right skills and access to open and close.</li> <li>• Address operational problems by expeditiously providing the resource(s) necessary to solve the problem.</li> <li>• Creating an alternate solution if the problem cannot be solved in a timely manner. Work with ABOC Operations Section Chief.</li> <li>• Provide counts at agreed-upon times to ABOC Planning Section.</li> <li>• Hold regular information and safety meetings with on-site workers.</li> <li>• Be prepared to respond immediately if Shelterly experiences glitches, loss of internet, loss of power or anything that will snarl process of data entry of Service Requests, Dispatching teams or Resolving dispatch assignments.</li> <li>• Serve as overall Jack-of-all-trades and help address all issues and situations that come up.</li> </ul>
<b>SET UP / START OF INCIDENT</b>	
	<ul style="list-style-type: none"> <li>• 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.</li> <li>• This position can serve as Help for functions.</li> <li>• Help get equipment pulled out, started, connected, and working. See instructions in Google Workspace on How to Set Up Comms Trailer and other equipment instructions.</li> <li>• Help assign radios.</li> <li>• Shelterly: Work with other volunteers on site to be sure computers work and are connected to printers, monitors work, internet works, etc.</li> <li>• Send 213 Resource request for start up supplies including meals, ice, water, security patrols, diesel for generator and any other start-up supplies.</li> <li>• Follow WhatsApp to stay current on staffing and situation.</li> <li>• Work with Dispatch, Radios and Evac teams to be ready to leave. Stay current on Go/No-Go situation.</li> <li>• Hotline may need Shelterly Data Entry people to get hand-written Service Requests entered into Shelterly. Assist them with getting proficient Shelterly data entry help.</li> <li>• Help Hotline make copies of Service Requests.</li> <li>• Help Hotline get people on the phone as Hotline Operators, especially evac people waiting for approval to Go for evacuation.</li> </ul>
<b>SHIFT CHANGE / TRANSFER OF DUTIES</b>	
	<ul style="list-style-type: none"> <li>• If possible have next Staging Group Supervisor job shadow in advance.</li> <li>• Update Job Aid template with any new or revised duties. Explain how to use Job Aid.</li> <li>• Assure they have electronic sign-in access, schedule for meetings, other tools.</li> <li>• Update ABO IAP reporting to reflect new name and phone number.</li> <li>• Make face-to-face introductions to key people and provide a full contact list.</li> <li>• Assure new person is included in all distribution lists and has access to all reports.</li> <li>• Give update on current situation, areas of concern and current personnel support needed.</li> <li>• Provide intel on expected situation over next 24-72 hours and beyond.</li> <li>• Turn over all documentation including completed Job Aids listing tasks and unfinished business.</li> <li>• Leave a phone number where you can be reached.</li> </ul>

	<b>THINGS TO CONSIDER</b>
	<ul style="list-style-type: none"> <li>• <b>NOTE:</b> The Richter Staging functions of Hotline, Dispatch and Resolution/Debrief are heavily impacted by Shelterly. How we identify proficient volunteers, how we train proficiency, how we assign volunteers, how we get technical program help, will all have an impact on the Staging Group Operations.</li> <li>• 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.</li> <li>• Richter Staging Staffing plan: Assure people are available at beginning and end of day for Richter warehouse opening and closing. This activity is done by members of the evacuation team, dispatch/hotline team or radio team who have skills moving trailers and/or keys and alarm code for the Richter warehouse. Many NVADG key volunteers have keys and codes or obtain them from NVADG staff. <ul style="list-style-type: none"> <li>○ Opening: unlock warehouse door, turn off alarm. Move Dispatch/Communications trailer out into the parking lot. Unlock and open. Attach antennas, connect to power. Move Initial Attack Trailer out into the parking lot, unlock and open.</li> <li>○ Closing: Do not leave less than three people alone to close Richter. Dispatch/Comms Trailer: remove antennas and power, move into warehouse, close and lock. Initial Attack Trailer: close, lock and move into warehouse. Close and lock all warehouse doors, assure lights/air conditioning are turned off, set alarm, close door.</li> <li>○ The decision to leave trailers out all night is dependent on security patrols, number of people on site and other considerations. Be aware this is a high-transient area with a lot of overnight criminal activity.</li> </ul> </li> </ul>
	<b>DEMOBILIZATION</b>
	<ul style="list-style-type: none"> <li>• Assist all functions clean up, discard trash/food, restock for next incident.</li> <li>• Assure all documentation is completed and submitted as requested by ABOC Director.</li> <li>• All staff must complete and submit their 214s and mileage.</li> <li>• Prepare to provide input for After-Action report.</li> <li>• Handle any special requests for demobilization from ABOC Operations Section Chief.</li> </ul>
	<b>TASKS (PENDING)</b>

	<b>NOTES</b>

**Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_ **am / pm**