

Support Services Section Chief

Responsibilities

- Reports to EST Manager.
- Direct reports include:
 - _____ (School Counseling Branch Leader);
 - _____ (Health Services Branch Leader);
 - _____ (Psychological Services Branch Leader);
 - _____ (Pupil Services Branch Leader); and
 - _____ (Other Branch Leader).
- Organizes and directs operations associated with health and well-being of students.
- Accounts for students at affected sites.
- Develops short- and long-term action plans for care of students.
- Ensures critical incident stress management services are available for students.
- Advises EST Manager of incident developments.
- Oversees all areas identified in Student Services chain of command.
- Communicates and coordinates information with Section Chiefs from Operations, Logistics, Fiscal Services, and Human Resources.
- Assembles staff to provide assistance for care of evacuated or displaced students and staff.
- Assumes duties of subordinate functions, if personnel are not available.

Immediate Actions (initiated within first hour of the emergency)

- ___ Checks in with EST Manager.
- ___ Wears position identification badge.
- ___ Obtains briefings on current situation.
- ___ Appoints Branch Leaders as noted above (depending on situation, Support Services Section Chief uses discretion on filling some positions).
- ___ Distributes Support Services Section packet with identification badges for each position.
- ___ Conducts briefings for Branch Leaders (direct reports) on current situation and provides instructions for conducting initial assessments of their respective areas.
- ___ Attends status/action meeting convened by EST Manager. Initial assessments made by Branch Leaders are reported during the meeting.
- ___ Meets with Branch Leaders to outline Section action plan and designates time for next meeting.
- ___ Informs EST Manager regarding any health concerns of students and staff at affected sites.
- ___ Collaborates with DOH, MPD, F&EMS and other departments in timely response to address immediate health concerns and/or potential health risks.
- ___ Ensures directives from the EST Manager are carried out in a timely and appropriate fashion.
- ___ Adopts a proactive attitude. Thinks ahead. Anticipates situations, problems before they occur.

Intermediate Actions (normally taken after 1st hour of emergency and over next four–six hours)

- ___ Initiates requests to the EST Manager for resources needed by the Branch Leaders.
- ___ Obtains status reports from the other Section Chiefs.
- ___ Receives status reports from Branch Leaders on an hourly basis.

- ___ Attends briefings with EST Manager and provides status reports and recommendations for updating action plans regarding continuance and termination of Plans.
- ___ Assures Branch Leaders document actions and decisions on a continuous basis.
- ___ Collaborates with DOH, MPD, FEMS, and other departments to address developing health concerns and/or potential health risks.

Extended Actions (if emergency lasts longer than eight hours and/or when emergency declared over)

- ___ Obtains status reports on action plans from Branch Leaders a minimum of every two hours.
- ___ Meets with EST Manager to discuss recovery and salvage requirements.
- ___ Confers with EST Manager to update section action plan regarding continuance or termination. Meetings occur at least once every eight hours.
- ___ Observes Branch Leaders for signs of stress and fatigue; provides relief/rest periods as required.
- ___ Ensures actions are taken to return Section to normal operations pending confirmed conclusion of the emergency by EST Leader.
- ___ Assures that Branch Leaders provide CFO with report on additional expenses incurred as a result of the emergency. Additional expenses include manpower costs (i.e., overtime) and costs associated with equipment rental or purchase of additional supplies/materials. *Collection of this information should be recorded for planning purposes. Also, documentation will substantiate any Federal disaster assistance request.*
- ___ Provides a written summary of related activities performed by Section within 72 hours of conclusion of the emergency.