

SOCIAL SERVICES UNIT LEADER

Mission: Organize and manage support to meet patient social service requirements during a disaster, coordinating with community and government resources.

Position Reports to: Patient Family Assistance Branch Director Command Location: _____		
Position Contact Information: Phone: (_____) - _____ Radio Channel: _____		
Hospital Command Center (HCC): Phone: (_____) - _____ Fax: (_____) - _____		
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial
<p>Receive appointment</p> <ul style="list-style-type: none"> • Obtain briefing from the Patient Family Assistance Branch Director on: <ul style="list-style-type: none"> ○ Size and complexity of incident ○ Expectations of the Incident Commander ○ Incident objectives ○ Involvement of outside agencies, stakeholders, and organizations ○ The situation, incident activities, and any special concerns • Assume the role of Social Services Unit Leader • Review this Job Action Sheet • Put on position identification (e.g., position vest) • Notify your usual supervisor of your assignment 		
<p>Assess the operational situation</p> <ul style="list-style-type: none"> • Determine the status of social services in the hospital and the community including: <ul style="list-style-type: none"> ○ Housing and shelters (e.g., hotels, motels, and community facilities) ○ Government authorized care sites ○ Medically fragile care sites ○ Food and water distribution centers and resources (e.g., Meals-on-Wheels) ○ Clothing distribution centers ○ Community warming and cooling stations ○ Medical transportation ○ Non-medical transportation, including bus routes, taxi and shuttle services, and handicapped or disabled transport services ○ Pharmacies, including 24 hour availability ○ Faith-based organizations ○ Pet and animal shelters ○ Interpreters or translation services ○ Child, adult, and dependent day care ○ Access to government services (such as food stamps, government aid, Federal Emergency Management Agency [FEMA] assistance centers) ○ Insurance response and coordination centers ○ American Red Cross (ARC), Salvation Army, other community resources 		

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<ul style="list-style-type: none"> • Assess current capabilities and project immediate and prolonged capacities to address needs based on current data, including coordinating needs of patients, families, and staff • Provide information to the Patient Family Assistance Branch Director on the status 		
<p>Determine the incident objectives, tactics, and assignments</p> <ul style="list-style-type: none"> • Document unit objectives, tactics, and assignments on the HICS 204: Assignment List • Based on the incident objectives for the response period consider the issues and priorities: <ul style="list-style-type: none"> ○ Appoint Social Services Unit personnel in collaboration with the Patient Family Assistance Branch Director ○ Determine strategies and how the tactics will be accomplished ○ Determine needed resources • Brief unit personnel on the situation, strategies, and tactics, and designate time for next briefing 		
<p>Activities</p> <ul style="list-style-type: none"> • Meet with the Patient Family Assistance Branch Director to plan, project, and coordinate patient social service needs • Assess affected patients for social service needs • Coordinate use of hospital, hospital partner, and community resources • Ensure the provision of social services resources to children, families, and those with special needs • Provide guidance and recommendations to the Patient Family Assistance Branch director based on response needs • Implement communication with patient family members, as appropriate • Provide status updates to the Patient Family Assistance Branch Director regularly, advising of accomplishments and problems encountered • Provide regular updates to unit personnel and inform of strategy changes as needed • Consider development of a unit action plan; submit to the Patient Family Assistance Branch Director if requested 		
<p>Documentation</p> <ul style="list-style-type: none"> • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period 		
<p>Resources</p> <ul style="list-style-type: none"> • Determine equipment and supply needs; request from the Logistics Section Supply Unit Leader and report to the Patient Family Assistance Branch Director • Assess issues and needs in unit areas; coordinate resource management 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and Security</p> <ul style="list-style-type: none"> • Ensure that all unit personnel comply with safety procedures and instructions • Ensure personal protective equipment (PPE) is available and utilized appropriately 		

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Intermediate Response (2 – 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Social Services Unit Leader role, if appropriate <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) • Continue to ensure that appropriate documentation is completed and that needs are being met • Participate in the development of risk communication and public information that addresses social service concerns • Meet regularly with the Patient Family Assistance Branch Director for status reports • Advise the Patient Family Assistance Branch Director immediately of any operational issue you are not able to correct • Relay important information and updates to unit personnel 		
<p>Documentation</p> <ul style="list-style-type: none"> • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis 		
<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in unit areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and Security</p> <ul style="list-style-type: none"> • Ensure that all unit personnel comply with safety procedures and instructions • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure unit personnel health and safety issues are being addressed; report issues to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit • Ensure personal protective equipment (PPE) is available and utilized appropriately 		

Extended Response (greater than 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Social Services Unit Leader role, if appropriate <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate 		

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<ul style="list-style-type: none"> ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) ● Continue to ensure social service needs of patients and families are being met ● Continue to ensure the provision of resources for social service to children, families, and those with special needs ● Meet with unit personnel to address ongoing issues ● Continue Social Services Unit supervision, including monitoring, documentation, and safety practices ● Provide updates to the Patient Family Assistance Branch Director and unit personnel 		
<p>Documentation</p> <ul style="list-style-type: none"> ● HICS 204: Document assignments and operational period objectives on Assignment List ● HICS 213: Document all communications on a General Message Form ● HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis 		
<p>Resources</p> <ul style="list-style-type: none"> ● Assess issues and needs in unit areas; coordinate resource management ● Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> ● Ensure that all unit personnel continue to comply with safety procedures and instructions ● Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit Leader ● Provide for staff rest periods and relief ● Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques ● Ensure personal protective equipment (PPE) is available and utilized appropriately 		

Demobilization/System Recovery	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> ● Transfer the Social Services Unit Leader role, if appropriate <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) ● Coordinate a plan to address the ongoing social service needs of patients, families, and staff, in conjunction with the Logistics Section Employee Health and Well-Being Unit 		

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<ul style="list-style-type: none"> • Ensure the return, retrieval, and restocking of equipment and supplies • As objectives are met and needs decrease, return unit personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Planning Section Demobilization Unit Leader • Notify the Patient Family Assistance Branch Director when demobilization and restoration is complete • Coordinate reimbursement issues with the Finance/Administration Section • Upon deactivation of your position, brief the Patient Family Assistance Branch Director on current problems, outstanding issues, and follow up requirements • Debrief unit personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed • Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include: <ul style="list-style-type: none"> ○ Review of pertinent position descriptions and operational checklists ○ Recommendations for procedure changes ○ Accomplishments and issues • Participate in stress management and after action debriefings 		
<p>Documentation</p> <ul style="list-style-type: none"> • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Planning Section Documentation Unit 		

Documents and Tools
<ul style="list-style-type: none"> <input type="checkbox"/> HICS 203 - Organization Assignment List <input type="checkbox"/> HICS 204 - Assignment List <input type="checkbox"/> HICS 213 - General Message Form <input type="checkbox"/> HICS 214 - Activity Log <input type="checkbox"/> HICS 215A - Incident Action Plan (IAP) Safety Analysis <input type="checkbox"/> HICS 221 - Demobilization Check-Out <input type="checkbox"/> HICS 252 - Section Personnel Time Sheet <input type="checkbox"/> Hospital Emergency Operations Plan <input type="checkbox"/> Hospital Incident Specific Plans or Annexes <input type="checkbox"/> Hospital organization chart <input type="checkbox"/> Hospital telephone directory <input type="checkbox"/> Supply, equipment, and vendor directories <input type="checkbox"/> Community resource directory <input type="checkbox"/> Hospital resource directory <input type="checkbox"/> Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication