

JOB ACTION SHEET LIAISON OFFICER

Position title: Liaison Officer

Job classification code required:

Required Job Skills:

Module: Command Staff

You report to: Incident Commander

You supervise (if activated): Assistant Liaison Officer(s)

Mission

The Liaison Officer is the contact for agency representatives assigned to the incident by assisting or cooperating agencies. These are personnel other than those deployed on direct operational assignments or those involved in a Unified Command. The Liaison Officer does not interact with the media or approve information or policies developed by the IDER response. The Liaison Officer may need to determine the appropriate contact at key agencies in order to communicate and coordinate with that agency representative for certain responses. The Liaison Officer conveys information to the appropriate functions within the IDER response and to the Planning Section Chief for processing and incorporation into the action planning process.

Initial Actions

- Sign-in to Staff Roster.
- Report to and receive assignment from your supervisor.
- Put on picture ID badge and vest (if provided).
- Read entire Job Action Sheet.
- Introduce self to all staff assigned to team.
- Alert supervisor if you are unable to perform any of the duties in the Job Action Sheet. Clarify any questions or concerns with assigned supervisor prior to starting work.
- Familiarize self with the work station and resources including:
 - Physical layout of the work space (e.g. emergency exits, bathrooms).
 - If assigned, check workstation phone and computer.
 - Obtain needed office supplies (paper, pens, etc.).
 - If assigned DPH 800 MHz radio, turn on radio to assigned channel.
 - If assigned, check pager and cell phone.
- Establish and maintain a Job Action Log that chronologically describes your actions during your shift.
- Review message form instructions, if provided.

Specific Job Actions

- Be a contact point for Agency Representatives.
- Maintain a list of assisting and cooperating agencies and Agency Representatives.
- Assist in establishing and coordinating inter-agency contacts.

- Develop contact methods to be used for interfacing with the outside agencies and the ability to maintain around-the-clock availability if indicated.
- Keep agencies supporting the incident apprised of the incident status. Identify relevant information to be passed to assisting/cooperating agencies.
- Monitor incident operations to identify current or potential inter-organizational problems.
- Participate in planning meetings, providing current resource status, including limitations and capability of assisting agency resources.
- Arrange and coordinate briefings and/or tours for agency representatives, VIPs, and visitors as appropriate.
- Prepare a knowledgeable briefing that is relevant to outside resources.
- Establish and maintain a location for incoming agency representatives, providing appropriate identification, workspace and support as needed.
- Oversee all liaison activities including coordinating outside agency representatives assigned to the IDER response and handling requests from other DOCs or centers.
- Assess whether supporting/cooperating agencies and other assets are operating in a method that achieves or supports incident objectives established by the Commander, and identify potentially conflicting objectives.
- Forward requests and relevant information from assisting/cooperating agencies rapidly to the appropriate functional module(s).
- Maintain Unit Log.

Conclusion of Work Shift Actions

- Complete all required forms, reports, and other documentation and give to supervisor.
- Sign out and log the hours worked during the response
- Clean up your work area before you leave
- Leave a phone number where you can be reached.
- Brief on-coming staff at shift change on specific job position duties. Ensure that ongoing activities are identified and that follow-up requirements are known before you leave your workstation.