

JOB ACTION SHEET
TELEPHONE DISSEMINATION TEAM LEADER

Position title: Telephone Dissemination Team Leader

Job classification code required: 2588, 2589, 2591

Required Job Skills: Basic knowledge of information and communication methods including phone systems, email, internet and website; basic knowledge of computer programs including MS (office, explorer), Lotus Notes; knowledge of ICS, supervisory experience, health education experience, communication skills

Module: Communicable Disease Information Branch

You report to: CD Info Dissemination Group Supervisor

You supervise (if activated): Telephone Dissemination Team Members, Phone Bank Unit Leader

Mission

The Telephone Dissemination Team Leader will manage staff and coordinate activities providing information to the public via telephone systems. This will include fixed-message-information lines for clinicians and the public and a phone bank with operators taking calls from the public. Activities should be appropriately coordinated with other city systems that provide information to the public (e.g. 911 communications center). The Telephone Dissemination Team Leader will assign team responsibilities, will orient Telephone Dissemination Team Members and will serve as a resource for all staff within the Telephone Dissemination Unit.

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.
- Review message form instructions, if provided.

Specific Job Actions

- Review IDER Incident Action Plan, CD Info Branch Incident Action Plan, the operational period organization chart and roster of staff assigned to the Telephone Dissemination Unit; briefly assess staff skills;
- Be familiar with roles and responsibilities, team functions, Job Action Sheets, and report schedules of units and staff assigned to the Telephone Dissemination Unit;

- Be familiar with the technology, equipment and resources needed for dissemination of CD info via phone systems (STARS; phone bank system; 911 system; computer programs (MS office and explorer); Lotus Notes; computer drives (e.g. IDER Emergency Drive); databases (e.g. CD Info Request Management Database), the internet and SFDPH websites;
- Be familiar with the CD Info Request Management Database for checking assignments and recording assignment fulfillment;
- Establish command for the CD information telephone dissemination response;
- Brief staff assigned to the Telephone Dissemination Team on:
 - Staff name and roles
 - Mission and goals of the CD Info Group
 - Assignment of workspace
 - Important phone numbers
 - Equipment needed (phone, pen, paperwork, computers, programs (email, CD Info Request Management Database), bulletin board, fax, photocopy machine, 800 MHz radio)
- Distribute and/or review
 - Job Action Sheets
 - Information packets and guidance documents
- Assign responsibilities according to group and team objectives and plans;
- Delegate staff to perform any necessary tasks not specifically assigned on the job action sheets of other ICS team members;
- Activate Telephone Dissemination sites and workstations;
- Request personnel, equipment, IT/IS support and informational content/documents as needed to meet incident response needs;
- Ensure all Telephone Dissemination Team members work together and coordinate well with other CD Info Dissemination Units;
- Provide oversight and guidance to Telephone Dissemination Team members (e.g., answer questions, address problems, make decisions per the Team operational objectives, and determine which problems, requests or questions need to be forwarded up the chain of command);
- Review approved CD information for dissemination (script for fixed-message-information line, phone bank documents: fact sheets, FAQs, incident updates, guidance documents);
- Ensure information phone line messages are recorded and active;
- Periodically review information-line recordings and check for accuracy;
- Request new information-line scripts as needed;
- If phone bank is activated:
 - Ensure phone bank site is activated with adequate equipment, staff, guidance and security;
 - Ensure phone bank staff have access to up-to-date information;
 - Ensure as-yet-unanswered questions are forwarded to the CD Info Triage Group every operational period;
- Ensure telephone information dissemination is coordinated with other city systems providing information to the public;
- Attend CD Info Dissemination Group meetings.
- Determine times for, convene and run Telephone Dissemination Team meetings:
 - Share information from Incident Commander, Operations Section Chief, CD Info Branch Director and/or CD Info Dissemination Group Supervisor;

- Obtain information for Telephone Dissemination Team Situation Status Update;
- Review and/or refine Telephone Dissemination Team Objectives and strategies (for next operational period);
- Prepare (or delegate preparation of) the Telephone Dissemination Team Situation Status Update, Telephone Dissemination Team Objectives form and Telephone Dissemination Team Log;
- Approve Telephone Dissemination Team Situation Status Update and ensure it is sent to Plans Situation Status Unit;
- Approve Telephone Dissemination Team Objectives and ensure it is sent to Plans Situation Status Unit for incorporation into the next Operational Period's Incident Action Plan;
- Approve Telephone Dissemination Team Log and ensure it is sent to Plans Situation Status Unit.

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.

JOB ACTION SHEET
TELEPHONE DISSEMINATION TEAM ASSISTANT

Position title: Telephone Dissemination Team Assistant

Job classification code required: 1446, 1426, 1424

Required Job Skills: Computer skills including knowledge of MS (word, explorer), Lotus Notes, and the internet; ability to use standard office equipment (e.g., phones, photocopier, fax machine)

Module: Telephone Dissemination Team

You report to: Telephone Dissemination Team Leader

You supervise (if activated): N/A

Mission

The Telephone Dissemination Team Assistant will help coordinate and implement activities to disseminate CD information via phone systems. Assistant activities will include recording telephone messages, updating the CD Info Request Management Database, assisting in the production of the Telephone Dissemination Team Situation Status Updates, and performing other administrative duties including answering phone calls, documenting actions, taking notes at meetings, copying, and other duties as assigned.

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.
- Review message form instructions, if provided.

Specific Job Actions

- Review IDER Incident Action Plan, CD Info Branch Incident Action Plan, and the operational period organization chart;
- Be familiar with the technology, equipment and resources needed for dissemination of CD info via phone systems (STARS; phone bank system; 911 system; computer programs (MS office and explorer); Lotus Notes; computer drives (e.g. IDER Emergency Drive); databases (e.g. CD Info Request Management Database), the internet and SFDPH websites;
- Be familiar with the CD Info Request Management Database for checking assignments and recording assignment fulfillment;
- Be familiar with the approvals required for various document/content dissemination methods;

- Update the CD Info Request Management Database as requested by Telephone DisseminationTeam Leader;
- Arrange time, location, and take notes for meetings as requested;
- Prepare agendas for meetings
- Attend Telephone DisseminationTeam meetings (and others as needed);
- Copy and distribute approved notes from meetings;
- Take messages whether written or in any other form and deliver them;
- Ensure that the Telephone DisseminationTeam has enough office supplies to fulfill duties;
- Prepare the Telephone DisseminationTeam Situation Status Report, get final approval, and forward to the Plans Section Situation Status Unit;
- Prepare the Telephone DisseminationTeam Incident Objectives, get final approval, and submit to the Plans Section Situation Status Unit for incorporation into the incident action planning process;
- Prepare the Telephone DisseminationTeam Log, get final approval, and submit to the Plans Section Situation Status Unit;
- Perform other duties as assigned, including Xeroxing, faxing, document preparation, organizing office supplies and preparing requests for additional resources.

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.