

**JOB ACTION SHEET  
ENTRY STAFF PERSON**

**Position title:** Entry Staff Person  
**Job classification code required:**  
**Required Job Skills:**  
**Module:** Disease Containment Branch  
**You report to:** Entry/Exit Lead  
**You supervise (if activated):** N/A

---

---

**Mission**

To greet clients and direct them to the entrance. Entry worker will identify clients with special needs (deaf, blind, disabled, etc.), including those aged 8 or younger who are unaccompanied by an older person, and walk the client (or have a runner walk to client) to the Dispensing station, bypassing the Dispensing lines.

**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.
- Make sure you know how to
  - Ask questions of supervisor
  - Handle problems
  - Request a break
- Establish and maintain a Job Action Log that chronologically describes your actions during your shift.
- Review message form instructions, if provided.

**Specific Job Actions**

- Receive assignment from Entry/Exit Lead
- Put on identification materials (pinnie and name tag)
- Read this entire Job Action Sheet
- Introduce self to other staff in your section assigned to staff nearby stations
- Familiarize self with other areas in clinic

- Stand just outside or inside the entrance and greet clients who are coming in.
- Actively look to identify clients with special needs (blind, deaf, disabled, etc, or 8 or younger and by themselves.) and walk them (as long as Entry is still covered by at least one other Entry Worker), or have a runner walk them, over to the nearest Dispensing B station so they bypass the Dispensing lines. If person does not present themselves to you for help but you think they may need it (or might obstruct the line flow if they try), ask them **“Are you able to go through these lines by yourself?”** and offer help if they say “no.”
- Inform Entry/Exit Lead of bottlenecks or line arrangement issues you may notice
- Give Entry/Exit Lead feedback about what is working well and what is not working well
- Keep track of problems you had or unanticipated decisions you had to make, and how you resolved them, on your action log.
- At end of shift, turn in this Job Action Sheet to In/Out/Flow Lead

### **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.

D R A F T