

JOB ACTION SHEET IN/OUT/FLOW LEAD

Position title: In/Out/Flow Lead
Job classification code required:
Required Job Skills:
Module: Disease Containment Branch
You report to: Operations Chief
You supervise (if activated): N/A

Mission

To ensure clients are greeted and directed through the entrance to the initial Dispensing line, where they view the screening placards. Oversee entry workers, line monitors and exit workers, and ensure that bottlenecks for clients at entry are minimized. To ensure that those clients with special needs are walked directly to the Dispensing stations for further processing, passing over 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.
- Establish and maintain a Job Action Log that chronologically describes your actions during your shift.
- Review message form instructions, if provided.

Specific Job Actions

- Oversee and coordinate activities related to POD entry, POD exit and POD patient flow
- Assist with communicating objectives and work strategies to the Entry Workers, Exit Workers and Line Monitors
- Coordinate with the Operations Chief to supply any needed information or data on a regular basis to the POD Manager, and higher levels of Command

- Monitor products (such as throughput estimates and wait times) and help evaluate work processes of the POD; assists with changes in flow if necessary
- Ensure routing of special needs patients to avoid lines and provision of a runner to help the patient get through the POD
- Ensure Entry Workers and Line Monitors balance the flow of people into the POD with the capacity of staff to process those people
- Communicate with other Operations Area Leads as frequently as appropriate (help determine information and feedback systems—frequency and method of communication)

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.

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