

JOB ACTION SHEET DOCUMENT DEVELOPMENT TEAM LEADER

Position title: Document Development Team Leader

Job classification code required: 2230, 2232

Required Job Skills: Knowledge of communicable diseases, medicine, pharmacology, ICS, role of SFDPH in an infectious disease emergency, computer skills including knowledge of MS (office, explorer), Lotus Notes, Adobe Acrobat, and the internet; supervisory experience; writing skills

Module: Document Development Team

You report to: CD Info Content Creation Group Supervisor

You supervise (if activated): Document Development Team Member

Mission

The Document Development Team Leader will manage staff and coordinate activities to develop informational and guidance documents for clinicians and if needed for other audiences. These activities include research of the medical literature, public health authority guidance, and other sources as appropriate, consulting with other IDER modules as needed, assessing possible consequences of recommendations, recognizing and referring policy decisions to IDER leaders, writing concise but thorough informational and guidance documents, modifying level of language for target audiences, ensuring documents are translated and formatted and obtaining appropriate IDER approvals. The Document Development Team Leader will assign team responsibilities, will orient Document Development Team Members and will serve as a resource for all staff within the Document Development Team.

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 Module Objectives, operational period organization chart and roster of staff assigned to the Document Development Team; briefly assess staff skills;

- Be familiar with roles and responsibilities, Team functions, Job Action Sheets, and report schedules of Teams and staff assigned to the Document Development Team;
- Be familiar with the technology, equipment and resources needed for CD info content creation activities (phone systems (e.g., STARS); computer programs (MS: word, excel, access, explorer; Adobe Acrobat; Lotus Notes); computer drives (e.g. IDER Emergency Drive); databases (e.g. CD Info Request Management Database), the internet including medical journal search programs and SFDPH websites;
- Be familiar with the CD Info Request Management Database for checking assignments and recording assignment fulfillment;
- Establish command for the Document Development Team;
- Brief staff assigned to the Document Development Team on:
 - Staff name and roles
 - Mission and goals of the CD Info Content Creation Group
 - Assignment of workspace
 - Important phone numbers
 - Equipment needed (phone, pen, paperwork, computers, programs (MS word, Adobe Acrobat, Lotus Notes email, CD Info Request Management Database, MS explorer), bulletin board, fax, photocopy machine, 800 MHz radio)
- Distribute and/or review
 - Job Action Sheets
 - Information packets and guidance documents
- Assign responsibilities according to Team objectives and plans;
- Delegate staff to perform any necessary tasks not specifically assigned on the job action sheets of other ICS team members;
- Establish Team site and workstations;
- Request personnel, equipment and IT/IS support as needed to meet incident response needs;
- Ensure all Document Development Team members work together and coordinate well with other CD Info Content Creation Teams;
- Provide oversight and guidance to Document Development 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 assignments from Information Triage Group (requested content, intended audience, priority);
- Ensure that content creation assignments are completed;
- Review developed guidance content/documents;
- Ensure consequences of guidance/recommendations have been identified;
- Recognize and refer policy level decisions to IDER leaders;
- Ensure that content/documents are approved;
- Ensure that content/documents are translated as needed (via CD Info Content Creation Group Administrative Assistant if activated);
- Ensure that approved content/documents are provided to the Information Dissemination Team for external dissemination (via CD Info Content Creation Group Administrative Assistant if activated);
- Ensure assignment fulfillment is accurately recorded in the CD Info Request Management Database (via CD Info Content Creation Group Administrative Assistant if activated);
- Ensure that approved content/documents are sent to Plans' Documentation Team (via CD Info Content Creation Group Administrative Assistant if activated);

- Attend Group meetings.
- Determine times for, convene and run Document Development Team meetings:
 - Share information from Incident Commander, Operations Section Chief, CD Info Branch Director and/or CD Info Content Creation Group Supervisor;
 - Obtain information for Document Development Team Situation Status Update;
 - Review and/or refine Document Development Team Objectives and strategies (for next operational period);
- Prepare (or delegate preparation of) the Document Development Team Situation Status Update, Document Development Team Objectives form and Document Development Team Log;
- Approve Document Development Team Situation Status Update and ensure it is sent to Plans Situation Status Team;
- Approve Document Development Team Objectives and ensure it is sent to Plans Situation Status Team for incorporation into the next Operational Period's Incident Action Plan;
- Approve Document Development Team Log and ensure it is sent to Plans Situation Status Team.

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
DOCUMENT DEVELOPMENT TEAM MEMBER

Position title: Document Development Team Member

Job classification code required: 2230, 2454, 2322

Required Job Skills: Knowledge of communicable diseases, medicine, pharmacology, ICS, role of SFDPH in an infectious disease emergency, computer skills including knowledge of MS (office, explorer), Lotus Notes, Adobe Acrobat, and the internet; writing skills

Module: Communicable Disease Information Document Development Team

You report to: Document Development Team Leader

You supervise (if activated):

Mission

The Document Development Team Member will develop informational and guidance documents for clinicians and if needed for other audiences. This work will include research of the medical literature, public health authority guidance, and other sources as appropriate, consulting with other IDER modules as needed, assessing possible consequences of recommendations, recognizing and referring policy decisions to IDER leaders, writing concise but thorough informational and guidance documents, modifying the level of language for target audiences and formatting documents.

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, operational period organization chart
- Be familiar with the technology, equipment and resources needed for CD info content creation activities (phone systems (e.g., STARS); computer programs (MS: word, excel, access, explorer; Adobe Acrobat; Lotus Notes); computer drives (e.g. IDER Emergency Drive); databases (e.g. CD Info Request Management Database), the internet including medical journal search programs and SFDPH websites;

- Be familiar with the CD Info Request Management Database for checking assignments and recording assignment fulfillment;
- Assist with activation of Document Development site and workstations;
- Review assignments from Information Triage Group (requested content, intended audience, priority);
- Create requested content:
 - Research requested information;
 - Consult other IDER modules as needed;
 - Outline content/documents;
 - Assess consequences of guidance;
 - Refer policy decisions to IDER leaders;
 - Write content/documents;
 - Translate content/documents as needed;
 - Obtain appropriate approvals;
 - Format content/documents as needed;
- If requested ensure that approved content/documents are provided to the Information Dissemination Team for external dissemination (via CD Info Content Creation Group Administrative Assistant if activated);
- If requested ensure assignment fulfillment is accurately recorded in the CD Info Request Management Database (via CD Info Content Creation Group Administrative Assistant if activated);
- If requested ensure that approved content/documents are sent to Plans' Documentation Team (via CD Info Content Creation Group Administrative Assistant if activated)
- Attend Team meetings.

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.