

SOCIAL SERVICES GROUP SUPERVISOR POSITION CHECKLIST

Mission: The Social Services Group ensures social services needs of families are met. The Social Services Group facilitates the response of private sector participants in the Family Assistance Center (FAC), coordinates with support organizations, and coordinates provision of longer-term social services as needed. The Social Services Group oversees the Childcare Unit. The Social Services Group Supervisor reports to the Services Branch Director.

ACTIVATION

- Upon arrival at the FAC site, check in at the personnel check-in station in the reception area. Receive assignment, reporting location/station, reporting time, and any special instructions.
- Obtain and display the badge provided by FAC staff and your agency identification.
- Obtain an incident command system (ICS) 214 Activity Log Form and begin to document activity.
- Attend just-in-time training, if required.
- Review your group's position checklist(s) with your staff, familiarize staff with the layout of their area, and review any key processes or documentation that may be helpful in accomplishing their mission. Additional actions are noted below:
 - Review any key resources, processes, or documentation (e.g., programs, brochures, forms) that may be helpful in accomplishing the mission of the Social Services Group.
 - Ensure Social Services Group staff understand resources available through the Services Branch (e.g., mental health, victim services, public health, and spiritual care) in addition to those provided in the Social Services Group, so resources are effectively communicated to families when appropriate.
- Report to the Resources Branch to obtain computers or other electronic equipment; workstation telephone numbers; and information on web access, communications systems, passwords, and other technology-related procedures. If bringing agency-owned equipment, report to the Resources Branch to obtain information on connection procedures, passwords, and other technology-related procedures.
- Ensure that set-up and logistics are complete for subordinate areas.
- Brief subordinate staff and make task/job assignments.
- Monitor and provide direction as needed.
- Request additional resources and staff as needed.

OPERATION

- Coordinate social services information including oversight of childcare services.
- Make referrals to appropriate external resources. If services are to be provided off-site:
 - Assist in scheduling appointments between families and service providers.
 - Arrange for transportation for families or provide driving/transit directions.
 - Coordinate with the Finance Section if costs are to be incurred, document costs with instructions from Finance.
- Encourage staff to float to family areas (e.g., waiting area, lines) to inform families about FAC processes and programs and to assist as needed/requested. Ensure one staff member is always present in the main area to provide support for those taken to a designated area.

- Develop a plan for follow-up support to all families requiring services.
- Establish and oversee on-site childcare/play area and arrange for staffing.
- Ensure coordination of transportation for families to incident site once responders deem appropriate.
- Ensure planning for families who may bring their pets/service animals to the FAC. Coordinate the provision of animal care shelters at the exterior of the FAC as needed. If required, contact the appropriate agency/organization, and arrange for animal care. Animal care may also be provided by a qualified NGO.
- Ensure a coordinator is appointed to address the provision of memorial services. Consider the following:
 - Collaborate with mental health, law enforcement, coroner, and spiritual care representatives to support memorial service planning efforts.
 - Collaborate with political officials regarding memorial services.
 - Coordinate with the PIO to ensure information regarding the memorial service is provided to the public, if open to the public.
 - Support efforts to coordinate transportation to the memorial services.
 - Support efforts to provide at the memorial service spiritual care providers who represent the same faith and language of the affected families.
- If a local disaster assistance center has been established, identify and maintain a liaison between the FAC and the disaster assistance center. Recommend that the disaster assistance center be located near the FAC.
- Arrange for translation/interpretation services as required.
- Attend family briefings, as requested and appropriate.
- Participate in meetings and briefings as needed.
- Maintain Unit/Activity Log (ICS Form 214).
- Develop and maintain a strategy to replenish and provide breaks for subordinate personnel. Brief the incoming Social Services Group Supervisor if a subsequent operational period is scheduled.

DEMOBILIZATION

- Ensure the demobilization of the childcare center or play area, if established.
- Demobilize animal care services, if established.
- Notify social service providers providing services for families that the FAC is being demobilized.
- Arrange for ongoing service provision for families who require continuing support.
- Conduct a demobilization meeting with staff assigned to you.
- Return equipment and unused supplies issued by the FAC to the Logistics Section.
- Arrange for the return of any agency-owned equipment (computers, etc.).
- Collect activity logs of subordinates and complete your own. Turn in all activity logs (ICS Form 214) to your supervisor.

Sign out at the personnel check-out station. Turn in all documentation to include position checklists and evaluation forms. Turn in your radio.

Supply Guidelines		
Area	Resource	Quantity
Family Resources and Social Services Room <ul style="list-style-type: none"> • Mental health • Spiritual care • Public health • Social services • Language interpreters 	Tables	1 per 2 filled positions; additional as requested (e.g., extra table may be needed for staff administrative work)
	Chairs for tables	As needed based on table size
	Administrative supplies (pens, staplers, notepads, paper clips)	As needed
	Automated external defibrillators	1
	Three-pronged extension cords	1 per 2 computers
	Surge protectors	1 per 2 computers
	First aid kits	1 or more as needed
	Folding screens/partition walls (for privacy between tables)	As requested
	Lockable safes	2 or more as needed (for medications and lost and found or other valuables)
	Refrigerators (small)	1 or more as needed
	Signage	1 sign per family station; directional signage as needed
	Staff computers	1 per filled Team Leader or higher position; additional as requested (staff should bring their own laptops; activating jurisdiction should provide additional computers as needed)
	Telephones (conference call capable)	1 per filled Team Leader or higher position; additional as requested (staff should bring their own cellular telephones)
Contact lists (phone and email) for jurisdictional staff and partner agencies	1 per staff member	