

Operations Section Chief Job Action Sheet

The objective of the Operations Section Chief is to organize and direct all aspects relating to the Operations Section, including *Intake, Dispensing, Special Needs, Clinic Flow and First Aid* functions to ensure the dispensing of prophylaxis/vaccinations are carried out in an efficient and effective manner. This position reports to the POD Manager.

Qualifications: Excellent organizational skills; ability to perform well under pressure. Skilled at managing complex activities involving large numbers of people; knowledgeable about all aspects of the dispensing site operations.

Reports To: POD Manager

Supervises: Clinic Flow Supervisor, Dispensing/Vaccination Supervisor, Special Needs Supervisor, First Aid Supervisor.

Note: Refer all media inquiries to the designated Liaison Officer.

Immediate Actions

- Arrive at assigned site 2.5 hours prior to start time and check in.
- Receive briefing from POD Manager.
- Wear proper ID/Vest.
- Review POD Manual.
- Review dispensing site ICS chart.
- Review Operations Section organizational chart.
- Appoint or confirm the activation of the people reporting directly to you.
- Distribute Job Action Sheets for each of the functional areas. These areas includes:
 - Clinic Flow
 - Dispensing/Vaccination
 - Special Needs
 - First Aid
- Briefs staff upon arrival and at regular intervals. Briefings include:
 - the communications protocol
 - a facility overview including locations of stations, restrooms, break rooms, emergency exits, etc.
 - an overview of pertinent or unique cultural or local considerations
 - specific duty assignments
 - any news or updates on the situation
 - instructions or changes to instructions regarding chain of command, shifts, shift change procedure, schedules, etc
 - the schedule for the next briefing.

- Establishes chain of command and performance expectations:
 - The staff reports to and takes instructions from you.
 - Questions, problems or incidents are reported to you.
 - To ensure consistency in performance and information at the site, the staff does not make decisions on their own other than those listed in the position checklist.
- Provide Supervisors with checklists, information sheets, educational material, and recording documents.
- Ensure staff has identification badges and are wearing them.
- Confirm with the Logistics Chief that all necessary equipment and supplies have arrived to the Dispensing Site.
- Collaborate with the Facility Unit Team Leader to ensure the dispensing site is physically set up correctly.
- Ensure that education material is consistent with the mass prophylaxis process and other information being distributed.
- Meet with the Dispensing/Vaccination Supervisor and review the dispensing site flow chart and dispensing protocols to ensure that the site is operational.
- Meet with the Special Needs Supervisor to ensure that staff is clear on dispensing protocols.
- Ensure mental health staff is clear on patient flow diagrams, dispensing protocols and debriefing needs.
- Brief all staff on procedures for communications, supply procurement, security problems, triage referral or other problems.
- Ensure sufficient medications are available on-site.
- Ensure medication storage/handling protocols and cold chain is maintained, if required.
- Prepare a briefing statement, to be given to staff members at scheduled briefing(s) to include:
 - Operational overview
 - Stations/Patient flow

Continuous Actions

- Participate in staff briefing(s) as scheduled by the POD Manager.
- Maintain Operations Log; document all actions and decisions.
- Ensure consistency in information provided to clients at all stations.
- Monitor patient flow patterns and work with the Deputy POD Manager or Facility Coordinator to correct any problems.
- Ensure that proper documentation is maintained for all activities.
- Perform an hourly and/or end of shift count of patients and dispensed medications.
- Perform an hourly and/or end of shift count of supplies.
- Ensure staff can maintain communication.
- Brief Deputy POD Manager on Operations Section as assigned.

Final Actions

- Brief on-coming Operations Section Chief.
- Review and confirm staffing levels for next shift.
- Ensure that all records and reports are turned in to the POD Manager.
- Participate in debriefing meetings, as required.
- Sign out and turn in all equipment in designated area.