

Special Needs Supervisor

The objective of the Special Needs Supervisor is to assure that the overall purpose and function of their areas operate effectively.

Qualifications: RN, PA, NP, or other trained professional.

Reports To: Operations Section Chief

Supervises: Special Needs Team Leader, Special Needs Limited English Proficiency (LEP) Team Leader, and the Mental Health Team Leader.

Immediate Actions

- Arrive at assigned site 2.5 hours prior to start time and check in.
- Receive briefing from Operations Section Chief.
- Wear proper ID/Vest.
- Review POD Manual.
- Review this Job Action Sheet.
- Learn site surroundings for work stations, offices, lavatories, first aid and break rooms, and understand role.
- Review dispensing site ICS chart.
- Assist in setting up dispensing site operation.
- Ensure that all supply, equipment and staffing levels are appropriate for each area of responsibility at the beginning and end of each shift and requests additional resources as required.
- Distribute Job Action Sheets for each of the functional areas, which includes:
 - Special Needs
 - Limited English Proficiency
 - Mental Health
- 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 Team Leads with checklists, information sheets, educational material (scripts), and recording documents.
- Ensure Team Leads have working communication devices.

On-Going Actions

- Maintain a constant presence in your area of leadership.
- Coordinates assistance for patients as required by the needs of the individuals, which may include, but not limited to:
 - Requesting a physician or other emergency medical personnel;
 - Requesting an ambulance or;
 - Requesting a runner
- Ensures that all supply, equipment and staffing levels are appropriate for area(s) of responsibility at the beginning and end of each shift and requests additional resources as required.
- Report any security/safety issues immediately to the Operations Section Chief. Document any incidents appropriately.
- Participate in, and conduct, staff briefing(s) as scheduled by the Operations Section Chief.
- Document all actions and decisions.
- Perform an hourly and/or end of shift count of patients and supplies.
- Ensure staff can maintain communication.

Final Actions

- Brief on-coming Special Needs Supervisor.
- Review and confirm staffing levels for next shift.
- Ensure that all records and reports are turned in to the Operations Section Chief.
- Participate in debriefing meetings, as required.
- Assist with restocking and/or tearing down work stations at the end of shift.
- Sign out and turn in all equipment in designated area.