

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Emergency Services Coordinator

POSITION NUMBER:

800-612-4926-004

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Executive/Disaster Services Branch

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Department Operations Bureau/Planning Unit

SUPERVISOR'S NAME:

SUPERVISOR'S CLASS:

Program Manager I

SPECIAL REQUIREMENTS OF POSITION (*CHECK ALL THAT APPLY*):

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. (*Explain below*)
- None
- Other (*Explain below*)

I certify that this duty statement represents an accurate description of the essential functions of this position.

SUPERVISOR'S SIGNATURE

DATE

I have read this duty statement and agree that it represents the duties I am assigned.

EMPLOYEE'S SIGNATURE

DATE

**SUPERVISION EXERCISED** (*Check one*):

- None                       Supervisor                       Lead Person                       Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The mission of the Disaster Services Branch is to serve, aid and protect individuals and families affected by disasters and emergencies by supporting local government to provide excellent training, preparedness, response, and recovery services for mass care and shelter activities.

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**CONCEPT OF POSITION:**

Under the direct supervision of a Program Manager I, the Emergency Services Coordinator serves as the subject matter expert for the Department's Disaster Response Program, the Mass Care and Shelter Emergency Support Function 6 and the Emergency Repatriation Program mandated by the Department's Administrative Orders set forth in the State Emergency Plan. During disasters, this position serves within the Incident Command System (ICS) and may be assigned to a Department Operations Center (DOC), State Operations Center (SOC), Regional Emergency Operations Center (REOC), Federal/State Joint Field Office (JFO), Local Assistance Center (LAC), Disaster Recovery Center, etc. Maintains training and education required by the federal government of all disaster personnel.

**A. RESPONSIBILITIES OF POSITION:**

30% - Mass Care and Shelter Planner - Develop and maintain statewide disaster plans including Care and Shelter Plans, Emergency Support Function 6 Annex and various catastrophic plans. Develop standard operating procedures for response activation to the SOC, DOC and REOC. Collaborate and coordinate with various partners including Cal OES, FEMA, the American Red Cross, the Salvation Army and other non-governmental organizations to develop plans and strengthen relationships, identify gaps in care and shelter resources and document solutions to address unmet needs. Establish and support public outreach with local governments and non-governmental organizations to develop and maintain partnerships with the mass care community.

30% - Disaster/Emergency Response Coordinator - Function within the ICS during disasters and may be assigned as an agency representative in emergency management related centers including: the SOC, REOC, JFO, LAC and DRC. Staff will perform response or recovery activities related to management of care and shelter of individuals displaced during a disaster. This position may also provide planning assistance to local, state, federal, and non-governmental mass care partners to support shelter operations in California.

25% - Mass Care Plans in support of local government - Participate and assist with coordination and development of plans, including children in disasters, pandemic influenza, family reunification and other plans that support the branch's disaster response capabilities and preparedness activities. Represent the Department in discussions and planning efforts surrounding mass care and shelter, disaster response and recovery. Participate as a member on various committees and task forces that publish documentation regarding these issues and determine courses of action that can be implemented during a disaster. Enhance care and shelter capabilities through the development and coordination of exercises with partners designed to enhance knowledge and preparedness and test processes, policies and procedures. Prepare After Action Reports and develop improvement plans following exercises. Research and gather data to develop contingency plans and make recommendations on procedures, policies and program alternatives.

10% - Contracts and Administration Management - Perform project management duties in the administration of contracts, grants and memorandums of understanding with various internal and external partners to ensure the mission of the Unit's response role and ensure compliance within the Department. Develop, review and approve project work plans, deliverables, invoices and requests for payment. Work independently to manage complex budgets and compliance issues involving negotiating and recommending approval or denial. Conduct risk analysis and provide alternatives in the development of contracts, grants and memorandums of understanding and demonstrate excellent independent negotiation skills to increase capabilities and care and shelter resources. Attend related training sessions and meetings as required. Analyze all new, revised and/or proposed legislation that may impact disaster programs; provide a detailed analysis using methodologies that assist in the implementation of a recommendation, and proposed course of action for the Department.

5% - Other Duties - Perform other related duties and trainings as required to support the mission of the Department and/or the Unit's disaster response role. Unit staff will be cross trained to back up all other positions within the Unit. Participation in DOC training which include all aspects of operations within the DOC: including the use of communications and computer equipment. Act as Department technical expert and representative on related matters during disaster and non-disaster times. Make Departmental presentations regarding Unit activities, roles and responsibilities.

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B. SUPERVISION RECEIVED:

The Emergency Services Coordinator is supervised directly by a Program Manager I and indirectly by a Program Manager II.

C. ADMINISTRATIVE RESPONSIBILITY:

The Emergency Services Coordinator is required to track and report time, travel and per diem for themselves and their subordinates on a daily basis. Ensure that duty logs, sign in sheets and other required ICS forms are completed accurately and timely.

D. PERSONAL CONTACTS:

The Emergency Services Coordinator will have frequent contact with all levels of Departmental staff, oversight and partner agencies and with the general public. Other frequent contacts include county government representatives; other federal, state, city and county agencies, staff from Cal OES, FEMA, the U.S. Small Business Administration, Federal Department of Defense, The Salvation Army, the American Red Cross and other non-governmental agencies that assist with care and shelter. These contacts are highly sensitive, requiring good interpersonal skills, tact and high level of skill with regard to program information.

E. ACTIONS AND CONSEQUENCES:

Failure to maintain and execute emergency/disaster plans may result in failure to provide care and shelter to persons displaced from their dwellings by natural or man made emergencies and/or disasters. These failures may lead to circumstances detrimental to the health and safety of California's public. Additionally, failure to maintain and execute emergency and state disaster plans leaves the Program lacking in its ability to maintain a "readiness" mode at the onset of a future disaster.

F. OTHER INFORMATION:

The Emergency Services Coordinator is subject to 24-hour on call in the event of an emergency and must be able to respond to a disaster assignment on short notice. Willingness to travel and participate in disaster related work. Willingness to monitor a mobile phone and respond to electronic mail and phone calls 24/7, including holidays and in addition may be required to travel and work mandatory overtime in a disaster situation. This service may require irregular working hours, work at locations other than the official duty station and may include duties other than those specified in the duty statement. The ability to perform in extremely stressful situations with tact and professionalism, good organizational skills and the ability to communicate effectively orally and in writing are critical.