
EMERGENCY SOCIAL SERVICES POSITION DESCRIPTION

Position: **GROUP LODGING MANAGER**

Reports to: **ESS Director or designate**

Responsibilities:

1. Activate the Group Lodging facility location which has been approved for use (e.g., agreement in place, safe, etc.) by local authority EOC.
 1. Exercise overall management responsibility for the Group Lodging facility and ensure that all "required" functions are carried out (refer to the Figure 1-2 "Organization Chart in a Fully-Expanded Group Lodging Facility").
 2. Establish the appropriate staffing level for the Group Lodging facility and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
 3. Allocate space and workstations for each of the required Group Lodging functions.
 4. Ensure that initial and ongoing briefings are provided to staff.
 5. In consultation with General and Management staff, set objectives for the Group Lodging facility and ensure that all tasks for each objective are accomplished.
 6. Approve drafted press releases and other public information materials requested by EOC, and provided by the Information Officer at the Group Lodging facility, before forwarding to the EOC - ESS Branch Supervisor for final approval and release by EOC.
 7. Review and approve Situation Reports, Action Plans, and exceptional resource requests being forwarded to the EOC and/or ESS DOC as required.
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CHECKLIST OF DUTIES:

Activation Phase:

- Obtain PEP task number and instructions from the ESS Director.
- Respond immediately to the Group Lodging facility and determine operational status.
- Sign the PEP Task Registration Form. Obtain identification.
- Establish a workspace to operate from.
- Establish communication with immediate supervisor (ESS Branch Coordinator at EOC) to obtain latest briefing.
- Determine resource needs, such as people, equipment, phones, checklist copies and other reference documents.
- Ensure that any Group Lodging kits are available and accessed.
- Obtain other supplies, equipment and any required forms.
- Determine staffing requirements based on functions to be activated (e.g., are 5 workers needed or 10 etc.)
- Ensure that the appropriate personnel for the initial activation of the Group Lodging facility are called out and that they sign in on PEP Task Sheet.
- Determine which Sections are needed: Operations, Planning, Logistics and Finance.
- Assign Section Chiefs as appropriate and ensure they are staffing their Sections as required.
- Assign a person to answer incoming telephone calls to the Group Lodging facility.
- Assign a scribe to take notes during the briefings and to list the actions taken during the shift in the position log.
- Ensure that Management functions - Information, Liaison, and Safety - are carried out and staffed as required.
- Complete "Personnel Management Tracking Form" and post a Group Lodging organizational chart with names of people (first name and initial only) responsible for the functions activated.
- Provide checklists to those working at the Group Lodging facility (Section Chiefs/Branch Coordinators/Unit Supervisors/Unit Workers) if needed.
- Ensure workstations are designated and set up.
- Ensure ESS signs are posted in appropriate locations throughout the facility.
- Ensure that internal and external communication links are operational (e.g., cell phones, handheld radios etc.).
- Conduct an initial briefing for Group Lodging staff before the facility is opened to evacuees.
- Schedule the initial Action Planning meeting.
- Advise ESS Director and Group Lodging staff when the facility is able to receive evacuees.

Operational Phase:

- Maintain liaison/contact with the ESS Director at the EOC and/or the Group Lodging Coordinator at the ESS DOC if activated.
- Maintain position log in chronological order describing actions taken during the shift.
- Maintain a receptionist position to answer all incoming telephone calls to the Group Lodging facility.
- Ensure regular Action Planning meetings are conducted.
- Ensure that Operational Periods are established.
- Once Action Plans are completed by the Planning Section, review, approve and authorize implementation.
- Conduct periodic briefings with the Management and General Staff to ensure Group Lodging facility priorities and objectives are current and appropriate.
- Monitor Management and General Staff activities to ensure that all appropriate actions are being taken.
- Approve press releases and other public information materials provided by the Information Officer at the Group Lodging facility, and forward to the ESS Director for final approval and release.
- Review and approve Situation Reports, Action Plans, Media Releases, exceptional resource requests etc. being forwarded to the EOC or ESS DOC as required.
- Provide direction and support to Management and General Staff as required.
- Ensure that appropriate worker care is implemented.
- Form a resident advisory committee and schedule to meet regularly with them.
- Ensure a "Resident Information Sheet" is developed and distributed to all Group Lodging facility residents. This sheet may be modified after input from residents.
- Ensure that ongoing resident information meetings/briefings take place.
- Ensure that daily activity schedules are posted/distributed, as required.
- Ensure that problematic situations/residents are dealt with appropriately.
- Request assistance from ESS Support Organizations through proper channels (Group Lodging to EOC to PREOC to PECC) if needed.
- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Authorize Group Lodging demobilization of Sections, Branches, and/or Units when they are no longer required.
- Identify and complete any open actions still pending.
- Ensure all Group Lodging equipment and supplies are returned, stored, replenished and/or disposed of as applicable.
- Ensure that all required forms, reports and other documentation are completed prior to demobilization.
- Deactivate assigned position and close logs when authorized by the ESS Director.
- Ensure the clean up of all work areas before leaving.
- Arrange for building review with facility representative.
- Ensure that any used ESS Kits are reassembled, restocked and returned to storage.

- Sign out with Volunteer/Staff Management Branch.
- Leave a forwarding number.
- Ensure building is closed and locked.
- Access critical incident stress debriefing as needed.
- Be prepared to provide input to any post event processes (e.g., debriefs, reports etc.).

KNOWLEDGE, SKILLS AND ABILITIES*:

- Experience supervising workers in a community-based social setting, preferably within a residential context;
- Ability to foster a positive working environment and delegate responsibilities;
- Caring manner and ability to express concern for the needs of the evacuees;
- Decisive, resourceful, with ability to prioritize;
- Excellent organizational and interpersonal skills;
- Leadership skills and ability to delegate;
- Strong communication and report writing skills, both written and oral;
- Organized, adaptable, calm and physically able to function in a high stress environment.

SUITABILITY:

- At least 19 years of age;
- Must be available to respond on short notice;
- Must be able to work long shifts as required.

GENERAL:

- Be honest and open with other workers regarding your intent, needs and skills;
- Work in a professional manner and be respectful to evacuees and team members;
- Respect the confidentiality of evacuees and responders;
- Have a desire to be of assistance to others;
- Adhere to ESS Standards of Conduct at all times.

* On-site orientation and specific training will be provided whenever possible.