

EMERGENCY SOCIAL SERVICES POSITION DESCRIPTION

Position: RECEPTION CENTRE MANAGER

Reports to: ESS Director or Designate

Responsibilities:

1. Ensure that the Reception Centre facility has been approved for use (e.g., agreement in place, safe, etc.) by the EOC or designated authority.
 2. Exercise overall management responsibility for the Reception Centre and ensure that all "required" functions are carried out (refer to the "Fully-Expanded Reception Centre Organization Chart").
 3. Establish the appropriate staffing level for the Reception Centre and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
 4. Allocate space and workstations for each of the required Reception Centre functions.
 5. Provide initial and ongoing briefings to General and Management staff.
 6. In consultation with General and Management staff, set objectives for the Reception Centre and ensure that all tasks for each objective are accomplished.
 7. Approve press releases and other public information materials requested by EOC, and provided by the Information Officer at the Reception Centre, before forwarding to the ESSD for final approval and release.
 8. 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 Reception Centre and determine operational status.
- Sign the PEP Task Registration Form. Obtain identification.
- Establish a workspace to operate from.
- Establish communication with immediate supervisor (ESSD at EOC or Reception Centre Coordinator at the ESS DOC) to obtain latest briefing.
- Determine resource needs, such as people, equipment, phones, checklist copies and other reference documents.
- Ensure that Reception Centre Kits are available and accessed.
- Obtain other supplies, equipment and any required forms.
- Determine appropriate level of activation based on known situation (e.g., are 20 workers needed or 40 etc.)
- Ensure that the appropriate personnel for the initial activation of the Reception Centre are called out.
- Assign a person to answer incoming telephone calls to the Reception Centre.
- 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.
- Determine which Sections are needed: Operations, Planning, Logistics and Finance.
- Assign Section Chiefs as appropriate and ensure they are staffing their Sections as required.
- Create and post a chart with names of people responsible for the functions activated.
- Provide checklists to Section Chiefs if needed.
- Ensure workstations are designated and set up.
- Ensure ESS signs are posted in appropriate locations throughout the centre.
- Ensure that internal and external communication links are operational (e.g., cell phones, handheld radios etc.).
- Conduct an initial briefing for Reception Centre staff before the centre is opened to evacuees.
- Schedule the initial Action Planning meeting.
- Advise ESS Director and Reception Centre staff that the Reception Centre is able to receive evacuees.

Operational Phase:

- Maintain liaison/contact with the ESS Director at the EOC and/or the Reception Centre 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 Reception Centre.
- 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 Reception Centre 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 Reception Centre, and forward to the ESSD 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.
- Request assistance from ESS Support Organizations through proper channels (e.g., EOC, ESS Program Office etc.) if needed.
- Thoroughly brief replacement for the next shift before leaving workstation.

Deactivation Phase:

- Authorize Reception Centre demobilization of Sections, Branches, and/or Units when they are no longer required.
 - Identify and complete any open actions still pending.
 - 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 manager.
 - Ensure that 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.
 - Complete Task Report form and forward to ESS Director.
 - Access critical incident stress debriefing as needed.
 - Be prepared to provide input to any post event processes (e.g., debriefs, reports etc.).
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KNOWLEDGE, SKILLS AND ABILITIES:

- Experience in facility management an asset;
- 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;
- Self-starter, with ability to motivate fellow team members;
- Program planning, development and management experience an asset;
- A minimum of two years in a supervisory role with Emergency Social Services preferred;
- Introduction to ESS course, Reception Centre course and Leadership course;
- Superior understanding of the Emergency Social Services Program;
- Disaster response experience an asset.

SUITABILITY:

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

GENERAL:

- Be honest and open with other volunteers 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;
- Desire to be of assistance to others;
- Adhere to ESS Standards of Conduct at all times.