

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Senior Emergency Services Coordinator

POSITION NUMBER:

800-611-8085-005

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

Executive/Disaster Services Branch

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

Field Operations Bureau/Southern Unit

SUPERVISOR'S NAME:

Program Manager I

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

This position involves high physical demands including extended periods of standing, walking, and operating in emergency or disaster environments. Required to travel to disaster sites, lift and carry equipment, work long or irregular hours.

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

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

SUPERVISOR'S SIGNATURE

DATE

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.

The Senior Emergency Services Coordinator (SESC) serves as a team lead in the Disaster Services Branch, Field Operations Bureau. The SESC may lead up to five Emergency Services Coordinators.

## 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.

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**CONCEPT OF POSITION:**

Under the direction of the Program Manager I, the Senior Emergency Services Coordinator performs the most complex, difficult and sensitive emergency planning/management work above the journey level; independently responsible for significant, specialized emergency management projects; may serve as lead person, team leader and/or project coordinator on the most difficult and complex emergency management projects; formulates program and policy direction and alternatives which are highly complex, and selects and develops methodologies for their implementation; serves as technical program expert; consults with and provides technical assistance to local jurisdictions, federal and state agencies, organizations and community groups regarding major program development issues or operations; reviews technical work products of staff; analyzes legislation having a statewide program impact and recommends legislative proposals, implementations and strategic planning.

**A. RESPONSIBILITIES OF POSITION:**

35% - Mass Care and Shelter Planner - Serve as technical expert and programmatic lead for the development, update and maintenance of state level Care and Shelter Plans, Emergency Function 6 Annex, various catastrophic plans and planning guidance in support of the State Emergency Plan (SEP). Mentor new staff and review technical work products of staff. Independently responsible to develop and organize public outreach with local government and non-governmental organizations to integrate and socialize mass care programs and foster partnerships with local government and the mass care and shelter community. Consults and negotiates with local jurisdictions, state and federal agencies, organizations and community groups regarding plan development, issues and operations and will participate in the collaborative plan writing process. Participate in policy development, making recommendations, implementation and strategic planning. Lead the development of standard operating procedures for response activation to the State Operations Center (SOC), Department Operations Center (DOC) and Regional Emergency Operations Center (REOC). Prepare and make formal presentations to public and private agencies, groups and organizations. This position may travel to locations throughout California to ensure programs are actively providing necessary support as a care and shelter resource.

35% - Disaster and Emergency Response Coordinator - Function within the Incident Command System (ICS) during disasters and may be assigned as a lead agency representative in emergency center such as the State Operations Center (SOC), Department Operations Center (DOC) Regional Emergency Operations Center (REOC), the Federal/State Joint Field Office (JFO), Local Assistance Center (LAC)/Disaster Recovery Center (DOC), etc. Lead response or recovery activities related to management of care and shelter for individuals displaced during a disaster. This position may also provide assistance to the American Red Cross to support shelter operations in California. When requested by FEMA, report to the JFO to coordinate with FEMA, the U.S. Small Business Administration (SBA), the California Governor's Office of Emergency Services (Cal OES), and others. Responsible for independently coordinating the request for Disaster Case Management Program in a large-scale disaster.

15% - Special Projects - Lead multiple special projects, including children in disasters, pandemic influenza, family reunification and other projects that support the section's disaster response capabilities and preparedness activities. Represent the Department in discussions and planning efforts surrounding mass care and shelter, disaster response and recovery. Represent the Department as a member of various committees and task forces that publish documentation regarding these issues and determining courses of action that can be implemented during a disaster. Instruct, develop and present training related to projects. Coordinates annual training and exercise schedule to enhance care and shelter capabilities with partners and test processes, policies and procedures. Serve as the lead for telecommunications and technology for the Disaster Services Section. Responsible for satellite telephones and other technology to ensure communication is maintained during a disaster. Make recommendations on procedures, policies and program alternatives

10% - Contract and Administration Management - Lead contract and administration manager of multiple contracts, grants and memorandums of understanding with various internal and external partners to ensure the mission of the Section's response role and ensure compliance within the Department. Lead development, review and approval of multiple 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. Serve as the legislative lead in analyzing all new, revised and/or proposed legislation that may impact disaster programs by providing a detailed analysis using methodologies that assist in the implementation of a recommendation, and proposed course of action for the Department.

5% Other Duties - Lead for other related duties and training as required to support the mission of the Department and/or the Section's disaster response role. Section staff will be cross trained to back up all other positions within the Section. Participate in DOC training which includes 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 Section activities, roles and responsibilities. Act as backup for Program Manager I. This position serves as a 24-hour on-call duty officer in the event of an emergency or disaster.

**B. SUPERVISION RECEIVED:**

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

C. ADMINISTRATIVE RESPONSIBILITY:

The Senior 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 in a timely manner.

D. PERSONAL CONTACTS:

The Senior Emergency Services Coordinator will have frequent contact with all levels of departmental staff, management personnel, 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 California Office of Emergency Services, the Federal Emergency Management Agency, 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 Senior Emergency Services Coordinator is subject to 24-hour on call duty officer in the event of an emergency and must be able to respond to a disaster assignment on short notice. Travel and participation in disaster related work is required. Required 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.

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or more
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instructions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STANDING	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDEPENDENTLY: Possess ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgement and tact. Must be able to work alone without much guidance or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
LIFTING UP TO 10 LBS. OCCASIONALLY	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20 LBS. OCCASSIONALLY AND/OR 10 LBS. FREQUENTLY	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; coding.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CARRYING: Distributing mail' mail; reports; stocking supplies.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DRIVING	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDOORS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING OUTDOORS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACES: Enclosed office environment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>