

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASSIFICATION: Emergency Services Coordinator	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Policy & Admin / Access & Functional Needs / Incident Support Team	POSITION NUMBER: 163-122-4926-XXX (11500)	CBID: R07
TENURE: Permanent	TIME BASE: Full Time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: ☐ 6 Mos. ☒ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Chief, Office of Access and Functional Needs	CONFLICT OF INTEREST CATEGORY: ☒ Yes ☐ No	DMV PULL PROGRAM: ☒ Yes ☐ No

1. SUPERVISION RECEIVED:

The Emergency Services Coordinator (ESC) is under the direction of the Chief of the Office of Access and Functional Needs (OAFN) and the State Operation Center (SOC) Director during activations.

2. SUPERVISION EXERCISED:

None

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):

The position is primarily performed in an office environment and requires the ability to sit for extended periods and routinely use a personal computer, cell phone, and telephone. The position also requires the ability to move about the work environment as needed. During emergency activations or disaster response and recovery operations, the incumbent may be assigned to temporary or nontraditional work environments, including emergency operations centers, shelters, recovery centers, or other field locations. These environments may involve variable temperature and lighting conditions, crowded or noisy settings, and extended work shifts. The incumbent may be required to work 12-hour rotating shifts and extended hours, including overtime, based on operational needs. The position requires the ability to effectively manage multiple tasks and changing priorities while working in both routine and emergency environments.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):

This position requires frequent and direct contact with Cal OES personnel at the staff, management, and Executive levels; leadership and Executive management of other state agencies, local government, Tribal government, federal agencies, the Federal Emergency Management Agency, and private sector entities.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):

Failure to effectively perform the duties of the position could result in providing inaccurate information to Agencies, Departments, Operational Areas, and the private sector, which could affect public health and safety.

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is

(Continued) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers)). May be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

The ESC Incident Support Team (IST) Access and Functional Needs (AFN) Coordinator position supports the ICS structure, which is utilized to respond to emergencies and disasters within California. Under the direction of the Chief of OAFN and SOC Director, the IST AFN Coordinator will conduct research, analyze, and provide guidance integrating effective communication methods, disability elements, and other AFN-specific practices and resources into emergency management systems. This position will coordinate with local jurisdictions during activations to ensure all response efforts comply with Cal OES best practice guidance, federal, and state laws in support of older adults, individuals with disabilities, and anyone with access or functional needs.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
30%	Emergency Response and Coordination The incumbent will coordinate with the Chief of the OAFN to ensure access and functional needs are identified and met. In coordination with OAFN, the incumbent will assist to provide, promote, and apply AFN-specific guidance throughout local jurisdictions; provide and coordinates technical assistance before during, and after disasters. This includes facilitation and consultation on OAFN managed programs (e.g., Digital Accessibility, AFN Web Map, etc.) and contracts (e.g., Language Interpretation and translation services, American Sign Language services, etc.). The incumbent will work to promote accessibility of emergency shelters for all Californians and assist with the coordination and development of on-site evaluation of physical accessibility and provision of wrap-around services for disaster survivors with access or functional needs; deploys and assesses emergency shelters, community resource centers, assistance centers, etc.; shares guidance to local jurisdictions to ensure equal access to programs and services, sheltering environments, and critical emergency information; works to minimize barriers, physical, and/or psychological discomfort and assist to develop integrated communication, evacuation, and sheltering plans; supports self-determination, establishing accessible hygiene resources, nutrition and dietary considerations, access to medication, and consumable and durable medical equipment. During state-level activations, the incumbent tracks AFN-specific resource allocation, documents actions taken, and prepares response reports and status updates. In coordination with OAFN, the incumbent works with local jurisdictions during activations to ensure all response efforts comply with federal and state laws in support of communities at highest risk for negative impacts of disasters. Depending on the size and complexity of the incident, additional staff may be activated for surge capacity. The incumbent may provide leadership, mentoring, and direction to activated staff, as needed.
20%	Administrative The incumbent coordinates extensively within the OAFN and supports daily operations to ensure expertise with the current processes. The incumbent complies with reporting requirements and incorporates any changes in processes into the SOC procedures to limit conflicts of procedures or coordination during emergency or disaster events. The incumbent will assist to schedule OAFN staff and participate in meetings to support any hot washes, after action reports (AAR), or activations by the SOC. The incumbent works within both IST and OAFN to coordinate the completion of hot washes upon the conclusion of activations and AARs during and after disasters, as necessary. The incumbent implements AFN-specific solutions, best practices, and lessons learned from a wide variety of sources, including AARs and Cal OES guidance. The incumbent coordinates with OAFN and all IST section staff to troubleshoot any hurdles that are identified during implementation and assists with real-time adjustments to achieve successful outcomes.

20%	Program Support This position works as a part of the OAFN, whose purpose is to identify the needs of individuals with disabilities and others with access or functional needs before, during, and after disasters and to integrate them into the State's emergency management systems. Specific duties include: Researching, analyzing, developing, updating, and disseminating guidance that integrates AFN-specific considerations, resources, and best practices relating to emergency preparedness and response for older adults, people with various disabilities of all ages, and any other access or functional needs. Additional duties include assisting where needed within the OAFN program; attendance at OAFN staff meetings; assisting the OAFN Chief on special projects, current initiatives, identifying barriers and challenges, and developing solutions.
15%	Outreach Under the direction of the OAFN Chief, the incumbent will coordinate with federal, state, and local AFN Coordinators and emergency managers to leverage specialized capabilities and limited resources. The incumbent collaborates with OAFN, other state agencies, and field staff to conduct outreach to local, state, and federal agencies to identify critical gaps and propose solutions. The incumbent applies working knowledge of disaster response operations, best practices, and lessons learned identified in hot washes and AARs to propose procedure revisions that enhance whole community resiliency, efficient operational readiness, and integrated emergency systems. Specific duties include: ensuring procedures, checklists, and any other operational tools are revised timely to address any changes; providing notification, consultation, and any required training to back-up IST members to ensure consistent processes for all activations; providing best practices on coordination with individuals with access or functional needs to all employees and supporting emergency managers; ensuring information shared is consistent with the cabinet-level tabletop exercises but brings it down to the technical level of response efforts; developing and maintaining relationships with state, local, and community-based organizations that serve older adults, individuals with disabilities, and anyone with access or functional needs.
10%	Training, Education, and Exercise Support This position requires subject matter expertise on a wide variety of AFN-specific considerations, e.g., inclusive emergency management, effective communication techniques and practices, assessing emergency shelter site accessibility, etc. The incumbent must stay up-to-date on laws, training, and best practices pertaining to inclusive emergency management. Training will be ongoing and at the discretion and recommendation of the OAFN. The incumbent participates in rehearsal drills and exercises; completes all training to achieve and maintain the appropriate credentialing for disaster response. In support of Cal OES' Training Programs, the incumbent will provide support for Cal OES staff, local jurisdictions, and other identified audiences. The incumbent assists with the planning, coordination, delivery, and implementation of training events and shares guidance related to access and functional needs. The incumbent may assist with the

	coordination, and deployment of Disaster Response Interpreters, Community Networks, and other resources needed to support people with access or functional needs. The incumbent will work with OAFN to identify AFN-specific training gaps and make recommendations for training standards.
<i>Percent of Time</i>	MARGINAL FUNCTIONS
5%	Other Job-Related Duties as Required Performs other related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of timesheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); attendance at staff meetings and other duties as directed by the Warning Center Supervisor or the Executive Duty Officer.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
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.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☐	☒
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☐	☐	☒
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☐	☒	☐	☐
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☐	☒
STANDING:	☐	☒	☐	☐	☐
BALANCING:	☐	☒	☐	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☐	☒
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
WORKING INDEPENDENTLY: Possesses 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 judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☐	☐	☒
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☒	☐	☐	☐	☐
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☐	☒

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
REACHING: Answering phones.	☐	☐	☐	☐	☒
CARRYING: Distributing mail; reports; stocking supplies.	☐	☒	☐	☐	☐
CLIMBING: Stairs	☒	☐	☐	☐	☐
BENDING AT WAIST:	☐	☐	☒	☐	☐
KNEELING:	☒	☐	☐	☐	☐
PUSHING OR PULLING:	☐	☒	☐	☐	☐
HANDLING: Documents, manuals	☐	☐	☒	☐	☐
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☐	☐	☐	☒

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title