

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Emergency Services Coordinator

POSITION NUMBER:

800-611-4926-005

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

Executive/Disaster Services Branch

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

Field Operations Bureau/Southern Operations

SUPERVISOR'S NAME:

Ezekial Clifton

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.

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.

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.

The mission of the Field Operations Bureau is to serve, aid and protect individuals and families affected by disasters and emergencies by providing excellent response and recovery services.

CONCEPT OF POSITION:

Under the direct supervision of a Program Manager I, the Emergency Services Coordinator (ESC) serves as the subject matter expert for the Department's Disaster Response Program, California Emergency Support Function (CA-ESF 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 field assignment, Department Operations Center (DOC), State Operations Center (SOC), Regional Emergency Operations Center (REOC), Federal/State Joint Field Office (JFO), Local Assistance Center (LAC), etc. This position maintains training and education required by the Field Operations Bureau, Disaster Services Branch, and the Department.

A. RESPONSIBILITIES OF POSITION:

30% - Mass Care and Shelter Planner - ESCs develop and maintain statewide disaster plans and documents including Care and Shelter Plans, CA-ESF 6 Annex, and other plans and documents as needed. ESCs develop standard operating procedures for response activation to the State Operations Center (SOC), Department Operations Center (DOC), field assignment, Duty Officer, Feeding Plan, etc. They collaborate and coordinate with various partners including the California Governor's Office of Emergency Services (CalOES), the Federal Emergency Management Agency (FEMA), the American Red Cross (Red Cross), The Salvation Army (TSA), and other non-governmental organizations to strengthen relationships, monitor gaps in care and shelter resources, and seek creative solutions to address unmet needs. ESCs establish and support public outreach with local government and non-governmental organizations to develop and maintain partnerships with the mass care and shelter community.

30% - Disaster/Emergency Response - ESCs function within ICS during disasters and may be assigned as an agency representative in emergency management related centers including: the SOC, DOC, JFO, LAC and DRC. Accordingly, ESCs may be required to respond to a work assignment on short notice. May be required to travel and work outside of normal business hours including weekends and holidays. This service may require irregular work hours, work at locations other than the official duty station, and may include duties other than those specified in the duty statements. Willingness to monitor a cell phone and respond to electronic mail and phone calls 24/7. Staff will perform response/recovery activities related to the care and shelter of individuals displaced during a disaster. The ESC must have the ability to perform in extremely stressful situations with tact and professionalism, use good judgement, be flexible and able to adapt to change, possess good organizational skills, and the ability to communicate effectively orally and in writing. This position may also provide assistance to local, state, federal, and non-governmental mass care partners to support shelter operations. ESCs function as technical experts in assessing disaster issues.

15% - Special Projects - ESCs participate and assist with the coordination of special projects, that may include: children in disasters, pandemic influenza planning, family reunification, delivery of supplies, and other projects that support the Bureau's disaster response capabilities and preparedness activities. ESCs also represent the Department in discussions and planning efforts surrounding mass care and shelter, disaster response, and recovery. They may participate as members on various committees and task forces that publish documentation regarding the above projects and determine courses of action that can be implemented during a disaster. ESCs are responsible for enhancing care and shelter capabilities through the development and coordination of exercises with partners designed to enhance preparedness knowledge, test processes, policies, and procedures. Additionally, ESCs contribute to the preparation of After Action Reports and develop improvement plans following exercises. They also research and gather data to prepare statistical reports, make recommendations on procedures, policies, and program alternatives, as well as brief management.

10% - Contracts, Purchases, and Administration - ESCs assist in the administration of contracts, grants, and memorandums of understanding with various internal and external partners to ensure the mission of the Bureau's response role and ensure compliance with Departmental policies. ESCs develop, review, and submit project work plans, deliverables, process/reconcile invoices, and requests for payment for approval and processing. ESCs may be required to obtain and be responsible for a purchase card (P-Card). ESCs attend related training sessions and meetings as required. The ESC is required to track and report their time, travel, and per diem, ensure that duty logs, sign in sheets, and other required forms are completed accurately and timely.

10% - Disaster and Recovery - ESCs evaluate and coordinate programs when requested or needed during a disaster and participate in work groups and meetings consisting of local, state, federal, and non-profit organizations to assess and determine the need for implementation.

5% - Other Duties - ESCs will be cross trained to back up all other positions within the Branch. They will participate in a variety of Emergency Management trainings, exercises, tabletop exercises, and workshops: including but not limited to, the use of communications and computer equipment. ESCs act as Department technical experts and representatives on related matters during disaster and non-disaster times; they develop and provide Departmental presentations regarding Bureau activities, roles, and responsibilities.

B. SUPERVISION RECEIVED:

The ESC is supervised directly by a Program Manager I and indirectly by a Program Manager II.

C. ADMINISTRATIVE RESPONSIBILITY:

The ESC is required to track and report time, travel, and per diem. Ensure that duty logs, sign-in sheets and other required ICS forms are completed accurately and timely.

D. PERSONAL CONTACTS:

The ESC will have frequent contact with all levels of Departmental staff, partner agencies, and with the general public. Other frequent contacts include county government representatives; other federal, state, city and county agencies, staff from CalOES, FEMA, the U.S. Small Business Administration, Federal Department of Defense, TSA, Red Cross, and other non-governmental agencies that assist with care and shelter. These contacts are highly sensitive, requiring good interpersonal skills, tact, and a 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 Branch lacking in its ability to maintain a "readiness" mode at the onset of a future disaster.

F. OTHER INFORMATION:

The ESC 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 is required. Willingness to monitor a mobile phone and respond to electronic mail and phone calls 24/7, including holidays. May be required to travel and work mandatory overtime in a disaster situation. Fulfillment of job duties 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.