

NCR Animal Emergency Committee (AEC) Guideline – May 2014

Job Description - Colorado EOC Animal/ESF 11 Desk Coordinator Ver. 1.0

Title

County EOC ESF 11 Desk Coordinator

Description

The Emergency Operations Center (EOC) is the location from which centralized jurisdiction response coordination is managed by emergency management staff and outside agency representatives. The role of the EOC ESF 11 Desk Coordinator is to support, manage and problem solve animal and agricultural issues during a disaster event.

Responsibilities

The EOC ESF 11 Desk provides a centralized focus of authority and information regarding animal and agricultural issues during a natural or man-made disaster. The ESF 11 Desk allows face-to-face coordination among personnel who must make decisions regarding priorities in the use of resources. ESF 11 Desk personnel must adapt and function in time-sensitive situation. ESF 11 Desk personnel must have the ability to analyze data and organize it accordingly, and be excellent communicators with the ability to speak and write clearly and concisely for evaluation by EOC management and other ESF positions. Shift work is required; flexibility in scheduling work hours is required.

Primary Objectives

- Receive and disseminate warnings and critical information.
- Coordinate household pet, service animal, livestock and agriculture (animal/agriculture) emergency operations between agencies and organizations.
- Collect intelligence from and disseminate information to the various EOC representatives, other jurisdictions, state, and federal agencies regarding animal/agriculture aspects of the disaster.
- Prioritize response and allocation of animal/agriculture resources.
- Control and coordinate resources for animal/agriculture operations and logistical support.
- Coordinate animal/agriculture mutual aid.

Specific Responsibilities

- Assess needs for animal evacuation, animal search and rescue and emergency animal sheltering during a disaster event.

- Coordinate directly with Law Enforcement, Animal Control, CARTs and Search and Rescue agencies to provide evacuation and animal search and rescue resources and capabilities to families/owners with household pets, service animals livestock as necessary.
- Coordinate directly with Animal Control, County/Community Animal Response Teams (CARTs), Humane Societies, American Red Cross and other volunteer agencies, and the Colorado Department of Agriculture to provide food, potable water, shelter, medical care and other basic needs as required to assist household pets, service animals and livestock impacted during a disaster event.
- Determine household pets, service animals and livestock nutritional assistance needs, obtain appropriate food supplies, and arrange for transportation for food supplies.
- Assist the American Red Cross or other voluntary human sheltering organizations with inquiries and registration services to reunite household pets, service animals and non-commercial livestock with families/owners.
- Coordinate directly with Public Health on animal health and disease issues affecting public health.
- Coordinate directly with Public Works and Law Enforcement on access issues regarding removal/rescue of household pets, service animals, livestock, farm equipment, pesticides and fertilizers.
- Coordinate with appropriate Federal, State and local authorities in the event of an outbreak of a highly contagious or economically devastating animal/zoonotic disease.
- Provide daily emergency animal shelter counts/inventories as requested.
- Prepare information for release to authorities/media/public regarding animal evacuation, rescue and emergency sheltering and provide to appropriate EOC management as requested for dissemination.
- Provide information and situation reports as requested by EOC Management.
- Provide animal/agriculture information as needed to EOC Management.
- Coordinate with out-of-county emergency animal shelter locations tracking information and forwarding mutual aid requests as needed to support displaced household pets, service animals and livestock belonging to county residents/evacuees.
- Utilize EOC ESF 11 Guidelines and Checklists in order to manage ESF Desk Coordination continuity.
- Establish and maintain an ESF 11 position log which chronologically describes actions taken during each EOC shift.
- Maintain current statistics on animal/agriculture operations being conducted in the county.
- Provide the Operations Section and the Planning/Intelligence Section with an overall summary of animal/agriculture periodical or as requested during the operational period.
- Ensure coordination of all animal/agricultural activities as required.
- Refer all contacts with the media to the Public Information Office (PIO) or Joint Information Center (JIC).

- Ensure that all fiscal and administrative requirements are coordinated and approved through the EOC Director/Manager and/or the Finance Administration Desk.
- Prepare objectives for the ESF 11 Desk for the subsequent Operational period; provide them to EOC Management prior to the end of the shift and the next Action Planning Meeting.
- Provide incoming ESF 11 shift personnel with a briefing at shift change, informing him/her of all ongoing activities, objectives for the next operational period and any other pertinent information.

Required Knowledge, Skills, and Abilities

- Has a good understanding of the local Animal Disaster Plan, the CART and animal control agencies roles and responsibilities in the plan for evacuation support and animal emergency sheltering during a disaster.
- Well versed and connected with animal stakeholders in the county.
- Well versed and connected with animal rescues and where boarding kennels/stables, animal-centric businesses, veterinary clinics etc. are located and how to reach out to them quickly and effectively.
- Good organization and coordination skills.
- Basic skills with computer tools like email, Word, Excel, etc.
- Good and concise communication skills both in person, on the phone and in writing.
- Individuals who work well in a chaotic environment and can handle long periods of high stress with a clear cool head.
- Ability to collaborate with other ESF Desks and Operations Staff in the EOC to problem-solve, find connectivity for resource requests and needs and then "connect the dots" to get the resources to the right places.
- Should not be individuals that fulfill a critical need "in the field". You can't be a Field Manager, Emergency Animal Shelter Manager, First Responder or Field Responder and provide the attention to EOC coordination work at the same time.
 - Able to commit to attending scheduled EOC Trainings/Exercises.
 - Able to commit to several days of 12 hour shifts in the EOC when a crisis occurs.

Position Requirements

- Will be responsible for drafting concise, accurate situational reports, preparing and presenting briefing materials.
- Will receive and communicate emergency messages and make appropriate notifications.

- Will be required to sort and prioritize operational email/call traffic and make appropriate notifications based on established criteria.
- Will be required to coordinate a wide range of requested services, resources, equipment and supplies.
- Compile and gather information through several communication lines that will be made into documents which will be provided to decision makers.
- Ability to work effectively with EOC team and public information staff.
- Provide support and emergency information to deployed personnel.
- Must be computer literate and familiar with Microsoft Office (especially Outlook, Word and Excel.)
- Must have strong and effective communication and interpersonal skills.
- Must have strong customer service skills to address incoming phone calls and emails.
- Ability to provide acute attention to detail.
- Strong problem solving and analytical skills with strong sense of urgency.
- Motivated, able to think in stressful situations, persistent and having a strong work ethic.

Training

- **Required Training**
 - IS-100
 - IS-700
 - Colorado CART Training (available from PetAid)
 - Colorado ESF 11 Desk Coordinator Training (available from PetAid)
- **Suggested Training**
 - Colorado CART Training (available from PetAid)
 - IS-10A Animals in Disasters: Awareness and Preparedness
 - IS-11A Animals in Disasters: Community Planning
 - IS-200
 - IS-800
 - WebEOC Training (if applicable)
 - Local EOC Paper or Online Documentation Systems Training (if applicable)
 - IS-775 EOC Management and Operations

- IS-806 Mass Care, Emergency Assistance, Housing and Human Services
- IS-811 Agriculture and Natural Resources
- IS-820 Introduction to NRF Support Annexes

Physical Demands

While performing the responsibilities of the position, the EOC Desk Coordinator is required to talk and hear. The person is often required to sit and use their hands and fingers. The person is occasionally required to stand, walk and reach with arms and hands. Vision abilities required by this job include close vision. The person is required to answer, speak over and dial out on a telephone, see and type on a PC, take manual and electronic notes and be able to communicate verbally to EOC personnel and externally located individuals.

Work Environment

While performing the responsibilities of this position the person may encounter crowded workspaces, high levels of nearby conversational noise, little or no natural daylight and 12 hour shifts.

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