

JIC-Special Projects Lead

Mission: The Special Projects Lead is responsible for overseeing several key areas: Key Partners, Web/IT, Call Centers/Hotlines and Translations. The Special Projects Lead is responsible for providing prompt and organized information to all internal and external audiences via Key Partners, Web, Call Centers, Translations/Special Populations and other mechanisms.

Date: _____ Start: _____ End: _____ Position to Report to: _____			
Signature: _____			Initial: _____
Command Center Location: _____		Radio Title: _____	Fax: _____
Telephone: _____		Cell/Pager: _____	Email: _____

Immediate (Operational Period 0-2 Hours)	Time	Initial
Receive appointment/instruction from the JIC PIO Lead and/or the JIC Manager.		
Read this entire Job Action Sheet, review JIC Org Chart and put on vest.		
Obtain situational briefing from the JIC PIO Lead and/or the JIC Manager.		
Review initial Special Projects objectives with the JIC PIO Lead and/or the JIC Manager, including deadlines.		
Prioritize and assign tasks and activities to work team members for Key Partners, Web/IT, Call Center/Hotlines and Translations.		
Oversee work team members to ensure tasks are carried out.		
Ensure that the appropriate technical protocols and procedures are followed for areas such as Web/IT and Call Center/ Hotlines.		
Instruct Key Partners to obtain contact list for Key Partners, PIO lists and other necessary contacts.		
Consult with Research/ Writing Lead and JIC Manager to draft necessary materials for Special Project unit.		
Obtain from the Research/Writing Lead all key messages/ facts sheets/ FAQs/ Phone Scripts/ Physician Alerts/ Web materials, etc. from to distribute appropriately.		
Provide status reports to JIC Manager and provide regular updates to staff.		
Review release of information for all Key Partners, Web and Call Center materials with the JIC PIO Lead for approval.		
Intermediate (Operational Period 2-12 Hours)	Time	Initial
Work with Research and Writing Lead to obtain updated materials for Special Project unit.		
Distribute new/ revised materials to Key Partners, Web and Call Centers with approval of the JIC PIO Lead and/or JIC manager. Provide updates to staff as necessary.		
Respond to Key Partner requests and inquiries in a timely manner.		
Assess any special population needs and ensure mechanisms are in place to address needs.		
Ensure that the Web/IT area monitors and maintains regular communication with other emergency response websites and provide Web content as necessary.		
Distribute and make accessible all public information materials to various audiences.		
Ensure translations of all public information materials such as fact sheets, FAQs, Web Content, Phone Scripts, and other materials as necessary.		
Identify bi-lingual spokespeople who would be available for ethnic media requests to endure prompt media response.		
Coordinate with agency Call Centers/ hotlines to provide phone scripts for recording,		

including translated scripts. Request reports of misinformation and call volumes from Call Centers.		
Develop a system for monitoring and reporting issues and misinformation from Key Partners, Call Centers and Web site.		
Coordinate with Web/ IT to post all public information materials on main Web sites and provide information to other emergency Web sites as needed.		
Coordinate and work with all units to get regular updates on misinformation and assist in getting updated information to appropriate groups to correct misinformation via Key Partners, Web, and Call Center/ Hotlines.		
Monitor employee communications for misinformation, rumors, etc. and report any findings back to Rapid Response and JIC units.		
Provide information to Rapid Response to correct any inaccurate or misinformation.		
Work with Rapid Response and team members to distribute corrected information.		
Extended (Operational Period Beyond 12 Hours)	Time	Initial
Work with JIC PIO Lead to assess Special Project needs during a prolonged event.		
Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques		
Observe work team members for signs of stress or atypical behavior. Document and report concerns to lead PIO.		
Continue to obtain revised and updated event-specific materials, key messages, and news media materials as needed.		
Continue to obtain and provide updated reports to Special Projects unit as necessary.		
Continue to provide regular status updates to JIC PIO Lead and/or JIC Manager.		
Document all activities and keep file of all distributed materials.		
At shift change, provide detailed status report and all written materials to replacement staff.		
Evaluate Special Projects Unit operations.		
Demobilization/System Recovery	Time	Initial
Assist in deactivation procedures as needed. Ensure all equipment is returned and shut off.		
Obtain final reports and documentation from work team members to prepare final briefings.		
Document observations, lessons learned and recommendations for improvements for possible inclusion in the After Action Report		
Brief JIC PIO Lead with the final status reports upon deactivation of position.		
Submit all final materials and any other documentation to JIC PIO Lead.		
Participate in or provide information for after-action debriefings as requested.		
Conduct post-event evaluation.		
Document/Tools		
<ul style="list-style-type: none"> - Crisis Emergency Risk Communications Operational Manual - Supplemental background info/ materials. - Jump drives with JIC and Risk Communication Documents - JIC staff org chart, Job Action Sheets, & Roles/Responsibilities list - EOC communications directories - Field Maps - Key Contact Lists - Technical Protocol & Procedure instructions for Web/IT and Call Center 		