

SERVICE BRANCH DIRECTOR

Mission: Organize and manage the services required to maintain the hospital's communication system, food and water supply for staff, and information technology and systems.

Date: _____ Start: _____ End: _____ Position Assigned to: _____ Initial: _____

Position Reports to: **Logistics Section Chief** Signature: _____

Hospital Command Center (HCC) Location: _____ Telephone: _____

Fax: _____ Other Contact Info: _____ Radio Title: _____

Immediate (Operational Period 0-2 Hours)	Time	Initial
Receive appointment and briefing from the Logistics Section Chief. Obtain packet containing Service Branch Job Action Sheets.		
Read this entire Job Action Sheet and review incident management team chart (HICS Form 207). Put on position identification.		
Notify your usual supervisor of your HICS assignment.		
Document all key activities, actions, and decisions in an Operational Log (HICS Form 214).		
Determine need for and appropriately appoint Logistics Section Service Branch Unit Leaders; distribute corresponding Job Action Sheets and position identification. Complete the Branch Assignment List (HICS Form 204).		
Brief the Service Branch Unit Leaders on current situation and incident objectives; outline Branch action plan and designate time for next briefing.		
Assess the Service Branch's capacity to deliver needed: <ul style="list-style-type: none"> • Internal and external communication capability • Information technology hardware, software and support • Food and water for staff (Patient feeding is under Operations Section Infrastructure Branch) 		
Meet regularly with the Logistics Section Chief to discuss status, plan of action, critical issues and staffing in Service Branch.		
Instruct Unit Leaders to: <ul style="list-style-type: none"> • Immediately set-up the HCC communications and IT systems to ensure connectivity • Evaluate on-hand communications equipment required for response and project need for repair and expanded inventory • Inventory on-hand food and water supply • Assess and evaluate IT/IS capability, and determine need for repair or expansion of service and support • Inventory and assessment of communications equipment and project need for repair and expanded inventory • Report inventories and needs to Logistics Section's Support Branch Supply Unit Leader 		
Assess problems and needs in each Service Branch area; coordinate resource management.		
Ensure Service Branch personnel comply with safety policies and procedures.		

Immediate (Operational Period 0-2 Hours)	Time	Initial
Document all communications (internal and external) on an Incident Message Form (HICS Form 213). Provide a copy of the Incident Message Form to the Documentation Unit.		

Intermediate (Operational Period 2-12 Hours)	Time	Initial
Ensure prioritization of problems when multiple issues are presented.		
Continue coordinating the Service Branch's ability to provide needed communication and IT/IS support services.		
Coordinate use of external resources to assist with equipment, software and hardware maintenance and repairs.		
Advise Logistics Section Chief immediately of any operational issue you are not able to correct or resolve.		
Continue to meet regularly with the Logistics Section Chief for status reports and relay important information to Unit Leaders.		
Report equipment needs to Supply Unit Leader.		
Ensure staff health and safety issues are being addressed; resolve with the Logistics Section Chief, Safety Officer and Employee Health and Well-Being, as appropriate.		
Develop and submit a Branch action plan to Logistics Section Chief when requested.		

Extended (Operational Period Beyond 12 Hours)	Time	Initial
Continue to monitor Service Branch staff's ability to meet workload demands, staff health and safety, resource needs, and documentation practices.		
Conduct regular situation briefings with the Service Branch Unit Leaders and update operational action plan as needed.		
Continue to meet with the Logistics Section Chief to update the Service Branch action plan and implement demobilization procedures.		
Continue to document actions and decisions on an Operational Log (HICS Form 214) and send to the Logistics Section Chief at assigned intervals and as needed.		
Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques.		
Observe all staff and volunteers for signs of stress and inappropriate behavior. Report concerns to the Employee Health & Well-Being Unit Leader. Provide for staff rest periods and relief.		
Upon shift change, brief your replacement on the status of all ongoing operations, issues, and other relevant incident information.		

Demobilization/System Recovery	Time	Initial
As needs for Service Branch staff decrease, return staff to their usual jobs and combine or deactivate positions in a phased manner.		
Assist the Logistics Section Chief and Unit Leaders with restoring hospital infrastructure services to normal operations.		
Ensure return/retrieval of equipment and supplies and return all assigned incident		

Demobilization/System Recovery	Time	Initial
command equipment.		
Upon deactivation of your position, ensure all documentation and Operational Logs (HICS Form 214) are submitted to the Logistics Section Chief.		
Upon deactivation of your position, brief the Logistics Section Chief on current problems, outstanding issues, and follow-up requirements.		
Submit comments to the Logistics Section Chief for discussion and possible inclusion in the after-action report; topics include: <ul style="list-style-type: none"> • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues 		
Participate in stress management and after-action debriefings. Participate in other briefings and meetings as required.		

Documents/Tools
<ul style="list-style-type: none"> • Incident Action Plan • HICS Form 204 – Branch Assignment List • HICS Form 207 – Incident Management Team Chart • HICS Form 213 – Incident Message Form • HICS Form 214 – Operational Log • Hospital emergency operations plan • Hospital organization chart • Hospital telephone directory • Radio/satellite phone • Facility maps and ancillary services schematics • Vendor support and repair directory