

PERSONNEL TRACKING MANAGER

Mission: Maintain information on the status, location, and availability of on duty staff and volunteer personnel.

Position Reports to: Resources Unit Leader Command Location: _____		
Position Contact Information: Phone: (_____) - Radio Channel: _____		
Hospital Command Center (HCC): Phone: (_____) - Fax: (_____) -		
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial
<p>Receive appointment</p> <ul style="list-style-type: none"> • Obtain briefing from the Resources Unit Leader on: <ul style="list-style-type: none"> ○ Size and complexity of incident ○ Expectations of the Incident Commander ○ Incident objectives ○ Involvement of outside agencies, stakeholders, and organizations ○ The situation, incident activities, and any special concerns • Assume the role of Personnel Tracking Manager • Review this Job Action Sheet • Put on position identification (e.g., position vest) • Notify your usual supervisor of your assignment 		
<p>Assess the operational situation</p> <ul style="list-style-type: none"> • Obtain information and status from the Resources Unit Leader • Provide information to the Resources Unit Leader on the operational situation 		
<p>Determine objectives, tactics, and assignments</p> <ul style="list-style-type: none"> • Document objectives, tactics, and assignments on the HICS 204: Assignment List • Based on the incident objectives for the response period consider the issues and priorities: <ul style="list-style-type: none"> ○ Appoint Personnel Tracking personnel in collaboration with the Resources Unit Leader ○ Determine strategies and how the tactics will be accomplished ○ Determine needed resources • Brief team personnel on the situation, strategies, and tactics, and designate time for next briefing 		
<p>Activities</p> <ul style="list-style-type: none"> • Assist the Logistics Section Labor Pool and Credentialing Unit to establish solicited and unsolicited volunteer credentialing process per the hospital's standard operating procedures 		

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<ul style="list-style-type: none"> • Maintain regular contact with the Logistics Section Labor Pool and Credentialing Unit Leader and Operations Section Personnel Staging Team Leader to share information and personnel status • Establish contact with the hospital's staffing office or coordinator and department directors to obtain an accounting of all personnel on duty or expected to report • Establish access to personnel tracking system; compare the available information with that obtained from department and division directors, and reconcile variations • Consider development of a team action plan; submit to the Resources Unit Leader if requested 		
<p>Documentation</p> <ul style="list-style-type: none"> • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 252: Distribute Section Personnel Time Sheet to section personnel; ensure time is recorded appropriately, and submit it to the Finance/Administration Section Time Unit Leader at the completion of a shift or end of each operational period • HICS 253: Support use of Volunteer Staff Registration Form initiated by the Logistics Section Labor Pool and Credentialing Unit Leader • HICS 257: As directed by the Planning Section Chief, use the Resource Accounting Record to track equipment used during the response 		
<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in team areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are available as needed 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> • Ensure that all team personnel comply with safety procedures and instructions 		

Intermediate Response (2 – 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Personnel Tracking Manager role, if appropriate <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) • Maintain a current census and accounting of on duty and available off duty staff, physicians, and volunteers, in collaboration with the Logistics Section Labor Pool and Credentialing Unit Leader • Request additional staffing resources to assist from the Logistics Section Labor Pool and Credentialing Unit; notify the Resource Unit Leader 		

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<ul style="list-style-type: none"> • Centralize the receipt and posting of information about shift assignments • Provide personnel tracking information to the Finance/Administration Section Time Unit Leader to assist in reconciliation of time and attendance • Ensure that the team is adequately staffed and supplied • Meet regularly with the Resources Unit Leader for status reports, and relay important information to team personnel • Communicate regularly with the Logistics Section Labor Pool and Credentialing Unit to identify critical staff or skills in demand • Meet with the Public Information Officer, the Liaison Officer, the Situation Unit Leader, and the Logistics Section Labor Pool and Credentialing Unit Leader to update information about staffing needs and personnel on duty and available for assignment, and to project future staffing needs • Advise the Resources Unit Leader immediately of any operational issue you are not able to correct 		
<p>Documentation</p> <ul style="list-style-type: none"> • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 257: As directed by the Planning Section Chief, use the Resource Accounting Record to track equipment used during the response 		
<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in team areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> • Ensure that all team personnel continue to comply with safety procedures and instructions • Ensure team personnel health and safety issues are being addressed; report issues to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately 		

Extended Response (greater than 12 hours)	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Personnel Tracking Manager role, if appropriate <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) 		

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<ul style="list-style-type: none"> • Continue to maintain accounting of on duty staff and labor pool members awaiting assignment; identify each person and track assignments; verify arrival at assigned duty station; and confirm release from assignment, return to labor pool, and readiness for another assignment • Continue to monitor the ability of the Personnel Tracking Team to meet workload demands, personnel health and safety, resource needs, and documentation practices 		
<p>Documentation</p> <ul style="list-style-type: none"> • HICS 204: Document assignments and operational period objectives on Assignment List • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis • HICS 256: As directed by the Finance/Administration Section Procurement Unit Leader, log all purchases on a Procurement Summary Report • HICS 257: As directed by the Planning Section Chief, use the Resource Accounting Record to track equipment used during the response 		
<p>Resources</p> <ul style="list-style-type: none"> • Assess issues and needs in team areas; coordinate resource management • Ensure equipment, supplies, and personal protective equipment (PPE) are replaced as needed 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		
<p>Safety and security</p> <ul style="list-style-type: none"> • Ensure that all team personnel continue to comply with safety procedures and instructions • Observe all staff and volunteers for signs of stress and inappropriate behavior and report concerns to the Safety Officer and the Logistics Section Employee Health and Well-Being Unit Leader • Provide for staff rest periods and relief • Ensure physical readiness through proper nutrition, water intake, rest, and stress management techniques • Ensure personal protective equipment (PPE) is available and utilized appropriately 		

Demobilization/System Recovery	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> • Transfer the Personnel Tracking Manager role, if appropriate <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) • If information technology (IT) systems were offline due to the incident, ensure appropriate information from the HICS 253: Volunteer Registration Form is transferred into the normal staff tracking systems • Ensure the return, retrieval, and restocking of equipment and supplies 		

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<ul style="list-style-type: none"> • As objectives are met and needs decrease, return personnel to their usual jobs and combine or deactivate positions in a phased manner in coordination with the Demobilization Unit Leader • Notify the Planning Section Chief when demobilization and restoration is complete • Coordinate reimbursement issues with the Finance/Administration Section • Upon deactivation of your position, brief the Planning Section Chief on current problems, outstanding issues, and follow up requirements • Debrief personnel on issues, strengths, areas of improvement, lessons learned, and procedural or equipment changes as needed • Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include: <ul style="list-style-type: none"> ○ Review of pertinent position descriptions and operational checklists ○ Recommendations for procedure changes ○ Accomplishments and issues • Participate in stress management and after action debriefings 		
<p>Documentation</p> <ul style="list-style-type: none"> • HICS 221: Demobilization Check-Out • Ensure all documentation is submitted to the Documentation Unit 		

Documents and Tools
<ul style="list-style-type: none"> <input type="checkbox"/> HICS 203 - Organization Assignment List <input type="checkbox"/> HICS 204 - Assignment List <input type="checkbox"/> HICS 213 - General Message Form <input type="checkbox"/> HICS 214 - Activity Log <input type="checkbox"/> HICS 215A - Incident Action Plan (IAP) Safety Analysis <input type="checkbox"/> HICS 221 - Demobilization Check-Out <input type="checkbox"/> HICS 252 - Section Personnel Time Sheet <input type="checkbox"/> HICS 253 - Volunteer Registration <input type="checkbox"/> HICS 256 - Procurement Summary Report <input type="checkbox"/> HICS 257 - Resource Accounting Record <input type="checkbox"/> Hospital Emergency Operations Plan <input type="checkbox"/> Hospital Incident Specific Plans or Annexes <input type="checkbox"/> Hospital organization chart <input type="checkbox"/> Hospital telephone directory <input type="checkbox"/> Access to information technology (IT) staffing systems <input type="checkbox"/> Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication