

Roles and Responsibilities

DRC Guide #4



Churches of Greater Austin
Bringing Hope into Crisis™

Big Idea:

It is easy to determine that the local church must 'do something' in the event of a natural disaster. But, what exactly can we do and how do we do it best? In this guideline, we will introduce a simple plan designed to handle the largest of all disaster relief responses and scalable enough to organize a weekend serve project or even send a travel team outside of your immediate area to support other communities!

Scriptural Basis:

"Again, I say to you, that if two of you agree on earth about anything that they may ask, it shall be done for them by My Father who is in heaven. For where two or three have gathered together in My name, I am there in their midst." Matthew 18:19-20

CORE TEAM = 2 or 3 gathered in His name to support church disaster preparedness.

Explanation:

The local church is uniquely positioned and equipped to create, implement and execute a well-defined, functional infrastructure that can successfully respond to natural disasters within its communities. However, without a scalable plan it is difficult to mobilize with confidence. Today we will discuss how to implement a simple Incident Command System (ICS) that equips The Church to organize relief efforts, collaborate with other local churches/organizations and support the efforts of our community leaders and first responders.

In this Guideline:

- Introduction to ICS – Incident Command System
- First things to know about ICS
- Roles and Responsibilities of ICS
- Identifying leaders & giving away leadership
- Practice makes perfect
- Talk it through
- Scenarios

Introduction to ICS – Incident Command System

What is ICS?

FEMA definition: The Incident Command System (ICS) is a management system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. ICS is normally structured to facilitate activities in five major functional areas: command, operations, planning, logistics, Intelligence & Investigations, finance and administration. It is a fundamental form of management, with the purpose of enabling incident managers to identify the key concerns associated with the incident – often under urgent conditions – without sacrificing attention to any component of the command system.

KEEP IT SIMPLE & on TRACK!

The ability to bring people together as an organized team is critical to reaching any goal. It is especially critical when we (The Church) are representing Christ in our communities to do it with excellence as we encounter those outside of the walls of our churches. Remember, the #1 Goal in disaster preparedness...

_____ & _____ Christ's love through the local Church! This means as Christians, in and out of times of disaster or emergency... EVERY interaction counts! This is true for disaster emergencies as well as any other area of activity we become involved in.

<< STOP and WATCH >>

<< Watch the 'ICS Made Easy' video – Found on DRC Tools Page >>

Or use this link - <https://tinyurl.com/t44lzld> - (by Alameda County Public Health Dept)

First things to know about Incident Command Systems (ICS):

- ICS not necessarily about Disasters or Government Agencies
- ICS is about TEAMWORK - Engaging people with a plan
- ICS enables a coordinated response among various jurisdictions and agencies.
- ICS establishes common processes for incident-level planning and resource management.
- ICS is a simple and effective way to organize into a TEAM in any event.
- Don't over think it! ICS is your friend

Examples of where ICS could be used:

- Birthday Party ☺
- Local Outreach projects
- Mission trip planning
- Organizing church conferences
- Conducting team meetings
- Disaster Situations

List other examples from your church:

Roles and Responsibilities of ICS (simple form):

Command Roles (Leadership Team)

- Incident Commander (IC) – Someone who is in charge
- Safety and Security Officer – Someone looking out for safety of the Team
- Liaison Officer – The go between with other groups and agencies
- Public Info Officer – Someone needs to communicate – internally & externally

Sectional Roles (other areas that will need to be organized)

- Operations – Key responsibilities of the production itself – physical work
- Planning – Someone has to make to do lists and a timeline – organizer IAP
- Logistics – Someone has to be in charge of getting people and stuff & for getting the people and stuff needed to meet your goals
- Finance/Administration – Someone has to be responsible for money and keeping records

<< From the Video >>

Discuss the example of 'Fire in the Kitchen' – Breakdown the 1-person ICS:

- Incident Command (IC) – He took responsibility
- Safety – The minute he put on the gloves and mask... Keeping safe!
- Liaison – He called the fire dept – called to outside agency
- Public information – He yelled out the window to his concerned neighbors to let them know that everything was ok.
- Operations – Putting out the fire and cleaning up. Doing the work!
- Logistics – He needed stuff – Getting the extinguisher. Getting the gloves and mask. Physical stuff or people to help
- Planning – Dinner was ruined. He started thinking about food choices and calling guests... Figuring out a new plan for dinner
- Finance/Administration – He was looking for receipts, insurance information.

Always remember... Never risk life to save property!
Keep safety in the forefront and PEOPLE before PROCESS!

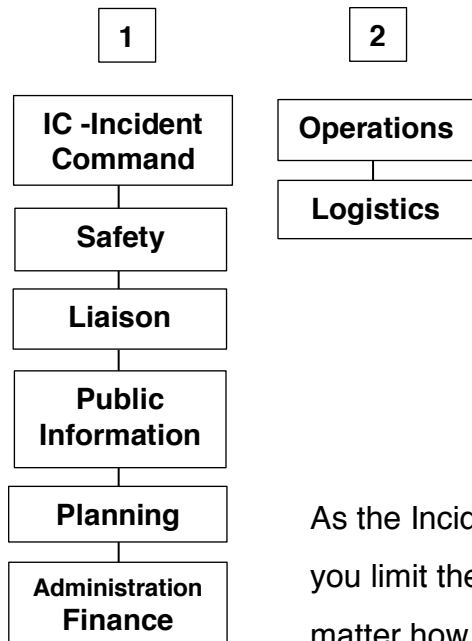
More often than not a disaster cannot be handled by one person. That's why we are here today – this is what a Core Team is all about! And identifying people on our team who can be familiar with each of the components of an ICS will empower us to help our church mobilize in needed events. We will also be able to understand and serve more confidently with local emergency services in times of disaster with a full understanding of the ICS model. This fulfills our 2nd Goal in disaster preparedness...

_____ disaster relief to its Next Level! It is through The Church honoring systems set in place by our local governments where we can truly become a resource equipped to mobilize meeting the emotional, physical and spiritual needs of those affected by disaster.

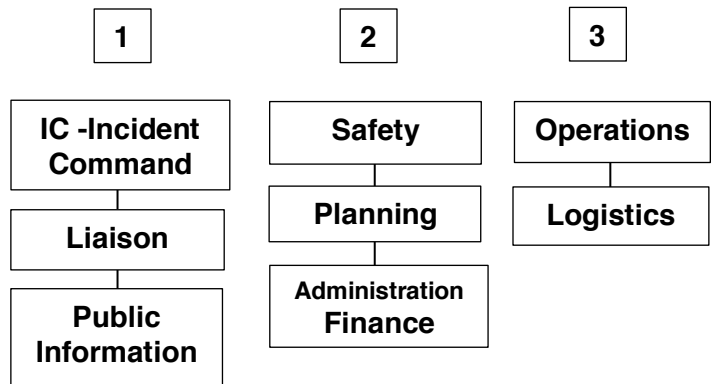
Identifying Leaders and Giving away Leadership

In addition to the Incident Commander you will need support staff to handle communication and help fulfill the leadership structure for larger events. The ICS is built to expand and contract to fit any size situation. Here are two examples:

2 PERSON ICS Team:

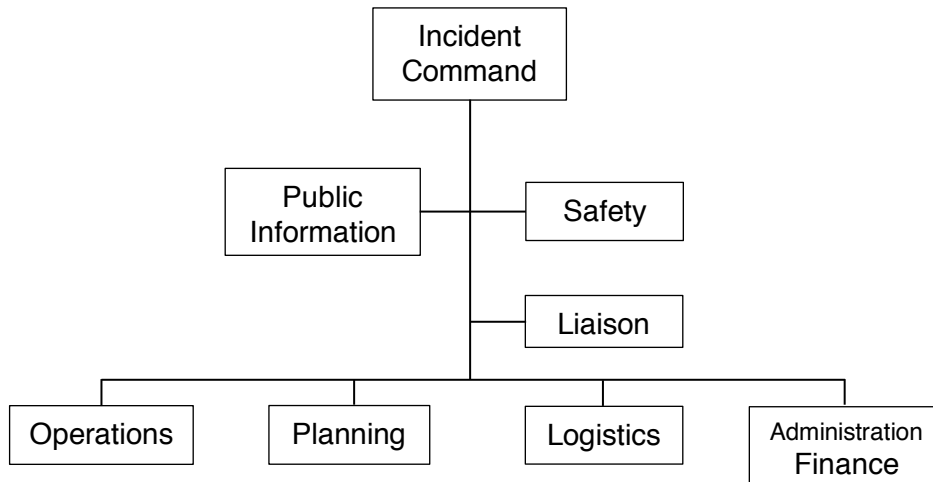


3 Person ICS Team:



As the Incident Command System expands, the only rule is that you limit the direct span of control to 5-7 people. Then it doesn't matter how much it expands, it can be handled!

Typical Incident Command Structure (ICS) Model

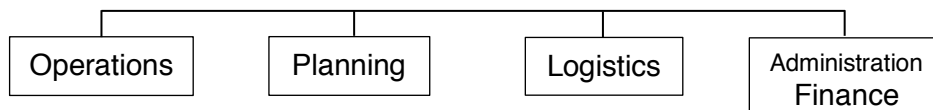


Each of these boxes represent a functional position and team. Depending on the size of the incident and man power available, each of these can be the responsibility of one person (leading a team) or one person can take responsibility for multiple positions (and teams). The ideal situation, however, is one person dedicated to one responsibility, leading one team, dedicated to one function. Let's look at each of these functions:

Incident Command – The incident commander is the single individual that is responsible for the entire incident. Depending upon the size and type of incident or event, the Incident Commander may designate personnel to provide information, safety, and liaison services. In the Incident Command System (ICS), the Command Staff may Include:

- **Public information officer (PIO)** who interfaces with the public and media and/or with other agencies with incident-related information requirements.
- **Safety officer** – this person is responsible for the safety of all personnel that are working the incident or event.
- **Liaison officer** – this person is responsible for connecting groups, departments, and public officials. The liaison officer can communicate needs and concerns between the incident commander and these other parties. The liaison officer serves as a single point of contact for outside agencies and individuals.

To maintain span of control, the Incident Commander may establish any or all of the following four sections: Operations, Planning, Logistics and Finance/Administration.



Operations – Conducts operations to reach the incident objectives. Establishes tactics and directs all operational resources. Responsible for:

- Implementing strategies and developing tactics to carry out the incident objectives
- Directing the management of all tactical activities on behalf of the Incident Commander
- Supporting the development of the Incident Action Plan to ensure it accurately reflects current operations
- Organizing, assigning, and supervising the tactical response resources

Planning – The Planning Section Chief is designated only after the Incident Commander determines whether there is a need for a Planning Section. It is up to the Planning Section Chief to activate any additional staffing that is needed. The Incident Commander will perform all planning functions if no Planning Section is established.

- Preparing and documenting Incident Action Plans (IAP)
- Managing information and maintaining situational awareness for the incident
- Tracking resources assigned to the incident
- Maintaining incident documentation
- Developing plans for demobilization

Logistics – The Logistics Section is responsible for all services and support needs

- Ordering, obtaining, maintaining, and accounting for essential personnel, equipment, and supplies
- Providing communication planning and resources
- Setting up food services for responders
- Setting up and maintaining incident facilities
- Providing support transportation
- Providing medical services to incident personnel

Finance – Finance controls the budget and tracks expenditures for the incident or event. They know how much has been spent on the incident. When there is a need for money the incident command will request the funds through the finance section, it is their responsibility to find the funds (or to simply say, “there is no more money”).

- Contract negotiation and monitoring
- Timekeeping
- Cost analysis
- Compensation for injury or damage to property
- Documentation for reimbursement (e.g., under mutual aid agreements and assistance agreements)

**All Core Team members – should take free FEMA Training ICS 100 & 700*

Practice makes Perfect

One of the most important things that you can do as a Disaster Relief Coordinator & Core Team in preparation for potential disaster situations is practice, practice and practice Incident Management! Keep in mind that **ICS** can be used in practically every situation and every project. Think about the many opportunities in your church and in your community where you can initiate simple projects that will help you and those you around you grow together to begin taking the first steps toward becoming comfortable engaging and managing teams with excellence!

How are you serving your church now?

Core Team Member Name:

Weekend Serve Team:

Discuss benefits of serving your church:

- Serving puts your faith into action – do you talk about it or do it?
- Serving connects people – People connections = Christ connections
- Serving cultivates humility and love – serving with others develops us!
- You cannot expect to build a Core Team to support disaster preparedness without serving. This is how we build relationships with likeminded members!

Talk it Through!

As a Core Team, discuss the scenarios described on the following pages and organize an Incident Action Plan (IAP) utilizing the Incident Command System (ICS). Determine who will fill the positions needed and if it will be a 1, 2, 3-person management team or a full operational Incident Command System.

*Write the vision And make it plain on tablets, That he may run who reads it.
Habakkuk 2:2*

Scenario #1

Your church pastoral care department reached out to your core team today. There is a single mom in the church whose has 20' of fence that blew over in a storm last night. She is very upset because she already has a note on her door from the HOA who is giving her a deadline of this weekend to fix the fence without a fine. She is also in tears because her dogs have no place to go. Will you accept the opportunity to help? How will you organize?

Considerations:

- Number of leaders needed
- Number of team members needed to accomplish goal
- How are you building team? Communication & recruiting
- Equipment, materials and transportation needed
- Food/Drinks for volunteers

Number of ICS team members needed 1 – 2 – 3 – Full operation (Circle one)

Incident Commander: _____

Safety Officer: _____

Public Information Officer: _____

Liaison: _____

Operations: _____

Planning: _____

Logistics: _____

Finance/Admin: _____

Determine exit strategy – Date/Time: _____

Discuss your process of thinking and the actions taken:

Scenario #2

You've been asked to develop and lead a parking team for an all-day women's conference at your church. Your team is requested to be there at 6:00am and the conference ends at 9:00pm. Your goal is to create a safe, organized and fun welcoming experience for all the 1500 attendees!

Considerations:

- Number of leaders needed to serve with excellence
- Number of team members needed to accomplish goal
- How are you building team? Communication & Recruiting
- Parking vest, radios, golf cart keys, other items needed?
- Food for volunteers / location for breaks
- How do you hand off leadership positions?
- Volunteer Shifts? You don't want to wear everyone out!

Number of ICS team members needed 1 – 2 – 3 – Full operation (Circle one)

Incident Commander: _____

Safety Officer: _____

Public Information Officer: _____

Liaison: _____

Operations: _____

Planning: _____

Logistics: _____

Finance/Admin: _____

Determine exit strategy – Date/Time: _____

Discuss your process and the actions taken:

Scenario #3

An F3 tornado has just hit 1 mile away from your church in a heavily populated residential area. Your lead Pastor has given you full authority to do everything you can to help. What are your first steps? How can your team best support and rally to help?

Considerations:

- Who's your first call?
- What is your #1 priority? What is your #2 Priority?
Hint: 3Cs – Church Pastors/Staff, Congregation then Community
- Do you have a predefined plan of action?
 - Lead Pastor / Core Team / Executive pastors contact
- Number of leaders needed to begin building a plan (IAP)
- Communication needs?
- Resources need?
- Communication requests needed to begin developing your plan
 - How are you communicating how to Pray?
 - How are you communicating to members wanting to help?
 - Should your church develop a giving portal or do you have financial resources to contribute if needed?
- Are there members of your staff who live in the area?
- Are there members of your church who live in the area?
- Do you have a direct line of communication to church executive team?
- Does your church have the facility space to offer for community needs?

Number of ICS team members needed 1 – 2 – 3 – Full operation (Circle one)

Incident Commander: _____

Safety Officer: _____

Public Information Officer: _____

Liaison: _____

Operations: _____

Planning: _____

Logistics: _____

Finance/Admin: _____

Determine exit strategy – Date/Time: _____

Discuss your process and the actions taken: