**Family Briefer**

**Position Checklist (PCL)**

The Family Briefer reports to the Site Manager at the Family Assistance Center (FAC). The primary role of this position is to keep family members informed on incident information and the status of the investigation, through regular Family Briefings at the FAC.

**Tasks**

* Check in and meet with your Supervisor (Site Manager) for a briefing on the current status of the event and the objectives for this operational period.
* Review your job aids and other materials at the site.
* Establish and maintain the Family Briefing area at the FAC, in coordination with the Site Set-Up Team.
* Ensure security of the Family Briefing area.
  + Media, attorneys, elected officials, agency reps are NOT permitted at the Family Briefings
* Ensure logistical supports for Family Briefing area, in coordination with the Site Logistics Lead.
  + Room set up
  + Staffing
  + Equipment
  + Conference call/video conference capability
  + other
* Determine regular family briefing schedule in coordination with the Site Manager.
* Determine who your audience is (and where they are, if not on site), and anticipate special needs or considerations that may arise.
* Develop briefing agenda(s). See sample agenda in the Family Briefer job aid for ideas.
* Conduct family briefings to effectively communicate factual and verified information to family members and survivors of the incident before the media reports the information.
  + Identify rumors and address them with factual information
  + Identify family member concerns
  + Answer questions from family members (information, personal effects, resources)
* Prepare a list of available resources specific to this incident.
* Gather information/answers from various agencies and subject matter experts (medical examiner, law enforcement, hospitals, human services, public health, others as determined by the incident)
* Utilize Psychological First Aid (PFA) principles and training.
* Report status updates to the Site Manager on a regular basis and/or after each family briefing.
* Maintain a log of your activities on an ICS 214 form.
* Complete required paperwork, and provide documentation to the Site Planning Lead at the end of your shift, for inclusion in the incident file at the Department Operations Center (DOC).
* Brief the in-coming Family Briefer at the end of your shift.

Job aids:

* Briefing agenda
* Briefer checklist
* Typical questions and answers
* Briefer strategies/pitfalls/hostile situations

Characteristics of a successful Family Briefer (Resource Type):

* Trustworthy
* Leader/Command presence
* Compassionate presence
* Respectful
* Perceived empathy
* Credible
* Understand family member and survivor reaction to trauma/crisis
* Awareness of diversity issues
* Good speaker
* Think on your feet
* Gather information from multiple sources and synthesize it
* Used to delivering information in crisis situations
* Basic knowledge of ICS
* Trained in PFA
* Understand the death investigation process (by the Medical Examiner)