**FAMILY ASSISTANCE CENTER**

**JOB AID**

**Family Liaison Unit Leader**

**You report to**: Friends and Relatives Group Supervisor

**You Supervise**: Family Liaisons

**Mission**: Provide families at the FAC an individual to provide information, guide them through the process, and address their needs.

**Organizational Structure**



**Family Liaison Unit Leader Resources**

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| **Resource** | **Description** |
| **Position-specific resources** | |
| Family Liaison and Chaplain Procedures | SOP for Family Liaisons |
| Registration and Intake Standard Operating Procedures (SOP) | SOP(s) for registration and intake/process description |
| Data Management and Missing Person Tracking Procedures | SOP for Data Management and Missing Person Tracking |
| Intake forms | * Survivor Form * Missing Person Form |
| Family Liaison Assignment Sheet |  |
| Family Resource Packet |  |
| **Common resources** | |
| Site Organizational Chart/Situation Board | * Current organizational chart * Site floor plan/map * Other visuals as determined by incident or event * Information on conference call phone numbers * Briefing schedule * Other information as necessary |
| ICS Forms | ICS 214: Activity Log |
| Electronic filing system | Shared electronic files for the incident, located  O:\HSPHD Emergency Response\*name of the event* (found on the Situation Board once created for the incident or event) |

**Attachments**

**Forms and resources:**

* Registration and Intake Standard Operating Procedures (SOP)
* Data Management and Missing Person Tracking Procedures
* Family Liaison and Chaplain Procedures
* Family Resource Packet
* Survivor Form
* Missing Person Form
* Tracking spreadsheet
* Tracking form
* Site floor plan/map
* ICS 214 Activity Log (FEMA)

**Family Liaison Unit Leader**

**Specific Responsibilities**

* See Family Liaison and Chaplain Procedures for specific job details and process
* Work with Registration Unit Leader to assign Family Liaisons
* Oversee the Family Liaisons and process
* Supervise Family Liaisons

**Immediate**

After you have reviewed immediate common tasks, review and complete the following tasks specific to your role as **Family Liaison Unit Leader**

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| **Done** | **TASKS** |
|  | * Check in and receive site orientation at the check-in/check-out station * Read this entire job aid and review the organizational chart * Receive orientation from the Friends and Relatives Group Supervisor * Familiarize self with procedures, forms and reporting requirements * Assist with set-up of area as needed * Provide orientation to staff you supervise |

**Intermediate and on-going**

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| **Done** | **TASKS** |
|  | * Monitor function of your area and provide updates to Friends and Relatives Group Supervisor as requested * Troubleshoot problems as they arise and take to your supervisor when appropriate * Document data tallies as requested by your supervisor * Ensure that appropriate number of forms and tools are available * Request break coverage from your supervisor * Determine break coverage for your area |

**Shift change & Demobilization**

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| **Done** | **TASKS** |
|  | * Prepare to stand down the area when requested by supervisor, as determined in Demobilization Plan * Brief staff person assigned to next shift * Note items that need resupply and communicate to supervisor * Participate in scheduled debriefing sessions * Gather information for final situation report |