

Greeter

Purpose:

- Greets and directs clients to available Screening Station as they enter the POD.
- Manages queue lines for Screening Station(s).
- Answers questions about POD process and facilities.

Qualifications: Trained staff or volunteer

Supervisor: Screening Team Leader

Responsible for: Self

Responsibilities upon Arrival:

- Sign in on Check In/Out Log (ICS-211)
- Receive assignment and Just- in-Time (JIT) training from their Team Leader
- Review Job Aid(s)
- Ensure that Screening Station(s) is set up and ready for operation
- Review and familiarize self with POD site surroundings for work station locations, Command Post, lavatories, first aid and break room
- Understand role at POD site as per JIT training and assignment
- Assist with set-up of Screening area and other areas as requested

Ongoing Responsibilities:

- Set-up Intake Screening and Form Distribution Station with materials and equipment needed
- Greet clients as they arrive
- Answer general POD questions (entrances, exits, parking, bathroom locations, etc)
- Direct client to next available Screener
- Notify the Screening Team Leader regarding client special needs, concerns or problems
- Know the estimated length of time an average client will spend at the POD
- Keep the Screening Team Leader informed of the numbers of entering clients
- Provide basic information about the medication and dispensing process
- Refer all medical questions to the Screening Team Leader
- Report any security/safety issues immediately to the Screening Team Leader
- Refer distressed, upset and anxious clients to the Support area
- Keep Greeting and Screening area(s) clean and organized

Demobilization Responsibilities:

- Prepare Screening Station for next operational period
- Assist with POD clean-up
- Check out with the Screening Team Leader
- Assist with tear-down and re-packing as requested
- Identify issues for After Action Report
- Participate in scheduled debriefing sessions
- Check out with the Screening Team Leader and sign out on Check In/Out Log (ICS-211)