

I. Position Description:

Emergency Support Service Responders are the “heart” of emergency response. ESS Level One response provides lodging, meals and clothing referrals for up to 72 hours for one or two families (rule of thumb is 12 people) whose homes are made uninhabitable by events beyond their control and who do not have alternate resources. Level One response can only be activated by:

- Campbell River Fire Dispatch; or
- On direction from the ESS Director /or designate.

Level One Responders agree to:

- Be available to serve on a two-person team (Team Leader + one). Team Leaders will carry the Level 1 response phone (Apple iPhone 5, supplied by SRD). Team Leader schedule will be produced by the Level One Supervisor;
- Be willing to respond to callouts within the municipality of Campbell River plus the Strathcona Region's Electoral Area D (Level One response is a 24 hr, 7 day a week service); and
- Be able to provide personal transportation.

II. Reports To:

The ESS Level 1 Responder reports directly to the Campbell River Emergency Support Services Level One Supervisor or designate.

III. Prerequisites Courses:

A. Required Courses (Free):

- Introduction to ESS (Available Online)
- Level 1 Emergency Social Service
- Registration and Referrals

B. Recommended Courses (Also Free):

- Personal Services Level 1 (Meet & Greet)
- Introduction to Reception Centres (Available Online)
- Managing Walk-In Disaster Volunteers

C. Skills and Attributes:

- Knowledge of BCERMS
- Administrative capabilities
- Knowledge of local resources
- Interviewing skills

IV. Responsibilities:

A. All Responders:

- Ensure awareness of and adherence to current Safety and health policies and procedures;
- Ensure awareness of and adherence to current provincial ESS policies and procedures, in particular, privacy issues (see Protection of Privacy & Document Security guideline);
- Ensure that the Level One Supervisor has current contact information; and
- Ensure that the Level One Supervisor is informed when unavailable for response.

B. When designated Team Leader

- Ensure that an EMBC task number is assigned by EMBC (Provincial Emergency Coordination Centre - PECC) prior to responding (WorkSafeBC requirement);
- Ensure that a minimum of two (2) Level One volunteers respond to every callout ;
- Facilitate hand over of response upon escalation (see Large Scale Level 1 Response Activation guideline);
- For each callout, ensure liaison is established with outside agencies (Red Cross, Salvation Army, etc.) as required;
- Upon completion of each callout:
 - Pass completed Action Checklists, Registration Forms, Referral Forms (pink and green copies) and Task Report to the ESS Level One Supervisor;
 - Submit documentation for any reimbursement to the ESS Level One Supervisor;
 - Inform the ESS Level One Supervisor of any unusual circumstances, difficulties, or policy issues;

V. Functional Aids:

- Level 1 ESS Training Package
- Standards of Conduct for ESS Workers
- Level 1 ESS Kit – Suggested Contents
 - Community resources
 - Important telephone contacts
 - EMBC Policy Bulletins
 - Tips for Level 1 ESS