



Reach Out America Incident Command

Job Description

Incident Command – Incident command holds responsibilities for the overall incident direction and operational guidance. He or his appointee runs daily calls, and directs operations for an incident. The incident commander may be different at different events, depending on operational availability.

Incident Command has responsibilities to coordinate and direct team operations for a declared incident. The incident command is the person leading a particular incident.

Each incident has a single incident command position. We may have consecutive incidents that need incident command roles, and they are chosen by the president or board to operate throughout a declared incident.

Responsibilities

The Incident Command role is responsible to coordinate all operations during a given incident. He or she may delegate responsibilities to the sections under their direction to fulfill the declared mission of a singular incident. Each incident has unique and special needs that must be identified, understood and met.

Daily Call

Incident Command must direct daily calls. Each incident may or may not have daily calls depending on the scope of the incident. If not a daily call, at least gathering the on-site team with the operations team to coordinate the scope of the ROA response, and identify what resources will be deployed. A conference/zoom call is important to communicate and eliminate misunderstandings, and to gather information about the scope of response, opportunities for improvement, and finding outages that can be mitigated.

▶ Daily calls include at least 1 member from each operational section involved in the incident, and representatives from the local area who are responsible to coordinate the local response. The number of individuals needed on the call should be kept to those with direct leadership involvement, or people who are being trained for future roles.

▶ Participants should be able to summarize their area of responsibilities and the activities engaged or opportunities viewed for future involvement, and also to add their expertise when needed when outages are presented. ROA teams can stay past the end of the call to deal with nitty gritty operational details.

Planning

Incident Command should direct the planning of the scope of operations with the Planning Section.

Communication

Primary role for the Incident Command is clear communication between Operations Team, and local volunteer providers. Pastors often need careful leading in our capabilities and needs from them and their volunteers. Leading the team in effective communication is a priority. Undercurrents left alone to fester and become problems. Open, honest and clear communication is beneficial to solve problems before they blossom into real difficulties.