

Supervisor Role Card



Overview

Having someone appointed as the Supervisor is vital as it enables coordination and allows the hub to look at the bigger picture in response and recovery.

It also ensures that everyone in the hub is following the same systems and approach and reduces duplication.

The role of the Supervisor is not to make all the decisions, but to help the community come together to decide the best course of action. All decisions should be discussed as a group with the Supervisor only deciding on a course of action if the group cannot decide the best way forward. It is emphasised that the Supervisor is role specific and not person specific. Therefore, the individual taking on this role can change at any time.

Key responsibilities

- Coordinate the response in the hub
- Run/hold regular meetings with all volunteers, even if there is no update
- Keep an action and decision log
- Ensure welfare of all volunteers
- Deal with media enquiries where possible

WORK WITH THE MEDIA

The Media are an important part of any incident and will be managed by the statutory responding agencies. If media arrive at the Community Emergency Hub, it is recommended they are directed to statutory organisations. The supervisor should consider what you allow the media to see of the hub, it is crucial they are managed effectively to protect the privacy of individuals who may be at the hub. Permission should be sought from individuals before they are filmed or if they are clearly identifiable in the background. You should be aware of data protection laws, like GDPR and ensure no personal information is released to the media.

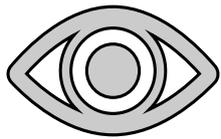
Please remember that you cannot share:

- Any personal information or details about your community
(Individuals may choose to share their personal information with the media)
- Address or contact information of the community
- Details of deaths or injuries
- Details on people's homes

Consent will also need to be given from any community members or volunteers who have their photo or video taken.

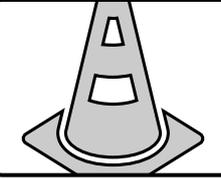
Legal Information

In general, you do not have any special legal powers when working as part of the hub. Legal regulations or law does not prohibit community proactiveness. However, it's important that as a community group you operate within the law. You must ensure safe working practices and work to promote and ensure health and safety within the hub.



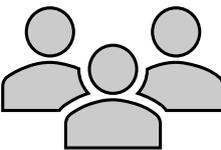
Oversight

Make sure that all roles are allocated to volunteers that best suit their preferences and skill sets. Ensure that no-one feels isolated and is not doing a role that they do not want to.



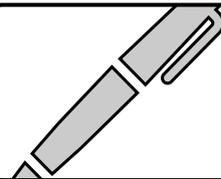
Resources

All volunteers will need to have the correct equipment to undertake their role. This covers equipment from tables to pens and paper alongside additional staffing. If the role needs more help (if more staffing is required it's the Supervisor's responsibility to help locate this).



Meetings

Regular meetings will need to be held so that the volunteers are aware of the current situation and future requirements of the hub/incident.



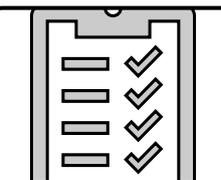
Keep a record

Make sure a record of decisions and actions are kept – this is just so you can look back at what you did. We will not ask for these records, however it's useful to have them to contribute to subsequent learning.



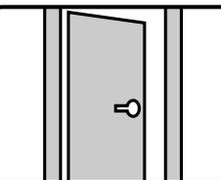
Welfare

It's important that all volunteers are kept well fed and hydrated alongside given breaks. Volunteers in a crisis tend to be keen to work hard for extended hours and forget to take breaks and eat/drink. The Supervisor will need to ensure welfare is a key part of the hub and should be supported by welfare officer.



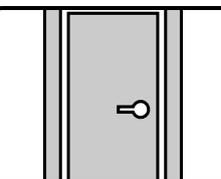
Register

It's important to keep a register of who is working and when. This helps for record keeping and understanding when people need breaks. It is not required to keep a register of community members who use/visit the hub.



Closing up and opening the hub

When the hub is closed for the night, the Supervisor must ensure it is locked and then reopened the following day if required. Signage may need to be put up highlighting the hubs opening hours (this may also need to be passed to any responding agencies you are working with).



Shutting down the hub

When the community feel the hub is no longer needed, the Supervisor must ensure the hub is shut down and packed away. Should you be liaising with any multi-agency organisations it will be important to notify them that you are also closing.