

Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

This resource provides examples of the following JAS related to identified senior management, core and support roles used in Vaccine Administration POD operations. The assumptions are this POD is an Open POD for general population, using the NYSDOH CDMS as the electronic record system, and using a “one-stop-shop” strategy for vaccine administration:

Senior Management Team:

- POD Site Manager
- Safety Officer
- Security Officer
- Logistics Chief
- Operations Chief
- Planning & Administration Chief

Core Function (Operations) Roles:

- Registration & Flow Control Lead
- Greeters (Griage)
- Registration Attendant
- Flow Traffic Control
- Vaccine Lead
- Vaccine Administrator
- Vaccine Support
- Recipient Education / Observer
- Medical Evaluation
- Support Team Lead
- Assistance/Support Staff
- Behavioral/Mental Health Evaluation (Support)
- First Aid

Supplemental Function Roles:

- Security Staff
- Inventory Support Staff (Logistics)
- Runner
- Information Technology (IT) Staff (Logistics)
- Check-in Staff (Plans)
- Documentation (Plans)

NOTE: POD plans indicated in these JAS are Site-specific POD plans applicable to the location staff are assigned.

New York State Department of Health (NYSDOH)
 Medical Countermeasure (MCM) Clinical Operations (ClinOps)
 Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

ROLE	REGISTRATION & FLOW CONTROL LEAD (Operations)
REPORT TO	Operations Chief
SUPERVISE	Greeters (Griage), Registration Attendants and Flow Control staff
JOB DESCRIPTION	Coordinate overall flow of public through the POD site, working with Operations Chief to ensure bottlenecks are addressed and overall flow is efficient through stations.
PREFERRED SKILLS OR QUALIFICATIONS	<input type="checkbox"/> Knowledge of incident command system (ICS) and POD operations <input type="checkbox"/> Understanding of public interaction and mass gathering flow control <input type="checkbox"/> Good verbal communication skills <input type="checkbox"/> Established coordination skills and demonstrated ability to problem solve operations <input type="checkbox"/> Understanding of NYSDOH CDMS On-line public registration site <input type="checkbox"/> Minimum training: ICS 100, 200
BEGINNING OF SHIFT DUTIES	<input type="checkbox"/> Sign-In with Check-In/Out upon arrival (or at the beginning of POD assignment each day), obtain POD ID vest and other assigned equipment and PPE (radio, etc.) <input type="checkbox"/> Read the Role-specific Job Action Sheet (JAS) and review POD Plan as needed <input type="checkbox"/> Obtain briefing from Operations Chief on operational period goals and strategies <input type="checkbox"/> Brief and provide Just-in-Time Training (JITT) and JAS to all Greeters, Registration and Flow control staff on POD layout and flow and protocols specific to each role
JOB DUTIES	<input type="checkbox"/> Monitor entry of POD site and greeters to ensure proper routing of public based on initial griage protocols <input type="checkbox"/> Monitor Registration Kiosk and ensure appropriate number of stations are available, quality check cleaning between each recipient is performed adequately and Registration attendants have adequate quantity of cleaning supplies <input type="checkbox"/> Monitor overall flow of POD working with Flow controllers and Operations chief to streamline POD flow and increase efficiency
END OF SHIFT DUTIES	<input type="checkbox"/> Brief incoming relief <input type="checkbox"/> Verify return schedule as needed. <input type="checkbox"/> Return ID Vest and equipment and sign out from Check In/Out station. <input type="checkbox"/> Complete ICS 214 team and all major activities.
DEMOBILIZATION DUTIES	<input type="checkbox"/> Participate in team debriefing <input type="checkbox"/> Identify issues and participate in After Action Report (AAR) <input type="checkbox"/> Notifies Operations Chief of arrival and home station of individual and team
DOCUMENTS TO REVIEW	<input type="checkbox"/> POD Plan <input type="checkbox"/> JAS for all staff types <input type="checkbox"/> ICS214

New York State Department of Health (NYSDOH)
 Medical Countermeasure (MCM) Clinical Operations (ClinOps)
 Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

ROLE	GREETERS (Operations)
REPORT TO	Registration and Flow Control Lead
SUPERVISE	NA
JOB DESCRIPTION	Provide initial greeting of public entering the POD, and provide recipients with initial actions and directions to stations within POD based on griage questions/protocol.
PREFERRED SKILLS OR QUALIFICATIONS	<input type="checkbox"/> Basic knowledge of incident command system (ICS) and POD Operations <input type="checkbox"/> Clear verbal communication skills <input type="checkbox"/> Excellent public interaction skills <input type="checkbox"/> Minimum training: ICS 100
BEGINNING OF SHIFT DUTIES	<input type="checkbox"/> Sign-In with Check-In/Out upon arrival (or at the beginning of POD assignment each day), obtain POD ID vest and other assigned equipment and PPE (radio, etc.) <input type="checkbox"/> Read the Role-specific Job Action Sheet (JAS) <input type="checkbox"/> Obtain briefing and Just-in-Time Training (JITT) from Registration & Flow Control Lead on operational period goals and strategies
JOB DUTIES	<input type="checkbox"/> Welcome recipients to POD at entrance <input type="checkbox"/> Direct recipients appropriately based on the following (See Greeter Job Aid): <ul style="list-style-type: none"> • Temperature Check • COVID-19 Screening Questions • Help/Support • On-line Registration <input type="checkbox"/> Request all public to wear an appropriate mask and instruct on tips for social distancing in the POD <input type="checkbox"/> Provide mask to any individual who did not arrive at POD with one already
END OF SHIFT DUTIES	<input type="checkbox"/> Inform Registration & Control Lead of any consistent issues or problems during operation period <input type="checkbox"/> Verify return schedule as needed. <input type="checkbox"/> Return ID Vest and equipment and sign out from Check In/Out station.
DEMOBILIZATION DUTIES	<input type="checkbox"/> Participate in team debriefing <input type="checkbox"/> Notifies Registration & Flow Control Lead of arrival at home station
DOCUMENTS TO REVIEW	<input type="checkbox"/> Greeter JAS <input type="checkbox"/> Greeter Screening Questions Job Aid <input type="checkbox"/> Thermometer Use Job Aid

New York State Department of Health (NYSDOH)
 Medical Countermeasure (MCM) Clinical Operations (ClinOps)
 Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

ROLE	REGISTRATION ATTENDANTS (Operations)
REPORT TO	Registration and Flow Control Lead
SUPERVISE	NA
JOB DESCRIPTION	Provide initial greeting of public entering the POD, and provide recipients with initial actions and directions to stations within POD based on griage questions/protocol.
PREFERRED SKILLS OR QUALIFICATIONS	<input type="checkbox"/> Basic knowledge of incident command system (ICS) and POD Operations <input type="checkbox"/> Clear verbal communication skills <input type="checkbox"/> Excellent public interaction skills <input type="checkbox"/> Comprehensive knowledge of CDMS Public Registration site <input type="checkbox"/> Basic knowledge of computer/tablet use and troubleshooting <input type="checkbox"/> Minimum training: ICS 100
BEGINNING OF SHIFT DUTIES	<input type="checkbox"/> Sign-In with Check-In/Out upon arrival (or at the beginning of POD assignment each day), obtain POD ID vest and other assigned equipment and PPE (radio, etc.) <input type="checkbox"/> Read the Role-specific Job Action Sheet (JAS) and other job aids <input type="checkbox"/> Obtain briefing and Just-in-Time Training (JITT) from Registration & Flow Control Lead on operational period goals and strategies
JOB DUTIES	<input type="checkbox"/> Direct recipients who had not registered before arriving to POD to workstation with computer or tablet <input type="checkbox"/> Direct recipients to choose appropriate POD site and complete demographic and screening questions to the on-line CDMS portal https://apps.health.ny.gov/doh2/applinks/cdmspr/2/counties <input type="checkbox"/> Assist Recipient as needed in completing registration ensuring to maintain social distance <input type="checkbox"/> <u>After Recipient finishes:</u> <ul style="list-style-type: none"> • Direct Recipient to Vaccine Stations • Clean surface of computer/tablet with appropriate disinfectants • Reset computer/tablet to CDMS portal
END OF SHIFT DUTIES	<input type="checkbox"/> Inform Registration & Control Lead of any consistent issues or problems during operation period <input type="checkbox"/> Verify return schedule as needed. <input type="checkbox"/> Return ID Vest and equipment and sign out from Check In/Out station.
DEMOBILIZATION DUTIES	<input type="checkbox"/> Participate in team debriefing <input type="checkbox"/> Notifies Registration & Flow Control Lead of arrival at home station
DOCUMENTS TO REVIEW	<input type="checkbox"/> Registration Attendant JAS <input type="checkbox"/> CDMS Job aid for on-line registration

New York State Department of Health (NYSDOH)
 Medical Countermeasure (MCM) Clinical Operations (ClinOps)
 Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

ROLE	FLOW CONTROLLERS (Operations)
REPORT TO	Registration and Flow Control Lead
SUPERVISE	NA
JOB DESCRIPTION	Help recipients through the POD directing as needed to appropriate stations, ensuring recipients go to stations which are open and not busy, and maintain social distancing
PREFERRED SKILLS OR QUALIFICATIONS	<input type="checkbox"/> Basic knowledge of incident command system (ICS) and POD Operations <input type="checkbox"/> Clear verbal communication skills <input type="checkbox"/> Excellent public interaction skills <input type="checkbox"/> Minimum training: ICS 100
BEGINNING OF SHIFT DUTIES	<input type="checkbox"/> Sign-In with Check-In/Out upon arrival (or at the beginning of POD assignment each day), obtain POD ID vest and other assigned equipment and PPE (radio, etc.) <input type="checkbox"/> Read the Role-specific Job Action Sheet (JAS) and other job aids <input type="checkbox"/> Obtain briefing and Just-in-Time Training (JITT) from Registration & Flow Control Lead on operational period goals and strategies
JOB DUTIES	<input type="checkbox"/> Direct recipients as needed to appropriate station based on assigned position in POD layout <input type="checkbox"/> Help Registration and Flow Control Lead identify ways to improve overall throughput and prevent bottle necks <input type="checkbox"/> <u>Identify issues and notify other staff as needed:</u> <ul style="list-style-type: none"> • Security or safety issues to Safety Officer and Security Team • Re-ask if recipient may need help getting through POD if obvious difficulties, notify Support team if needed
END OF SHIFT DUTIES	<input type="checkbox"/> Inform Registration & Control Lead of any consistent issues or problems during operation period <input type="checkbox"/> Verify return schedule as needed. <input type="checkbox"/> Return ID Vest and equipment and sign out from Check In/Out station.
DEMOBILIZATION DUTIES	<input type="checkbox"/> Participate in team debriefing <input type="checkbox"/> Notifies Registration & Flow Control Lead of arrival at home station
DOCUMENTS TO REVIEW	<input type="checkbox"/> Flow Control JAS <input type="checkbox"/> POD Layout Diagrams/Graphics

New York State Department of Health (NYSDOH)
 Medical Countermeasure (MCM) Clinical Operations (ClinOps)
 Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

ROLE	VACCINE LEAD (Operations)
REPORT TO	Operations Chief
SUPERVISE	Vaccine Administrators, Vaccine Support Staff and coordinates with Medical Evaluation Staff
JOB DESCRIPTION	Coordinate overall clinical aspects of vaccine administration to recipients, ensuring quality control of vaccine administration as well as proper storage and handling of vaccines, sharps and PPE use.
PREFERRED SKILLS OR QUALIFICATIONS	<input type="checkbox"/> Knowledge of incident command system (ICS) and POD operations <input type="checkbox"/> Comprehensive knowledge of vaccine administration, storage and handling and clinical operations at an emergency operation site. <input type="checkbox"/> License/certification in medical field: MD/DO, NP, PA or RN <input type="checkbox"/> Good verbal communication skills <input type="checkbox"/> Good understanding of NYSDOH CDMS use in POD Operations <input type="checkbox"/> Minimum training: ICS 100, 200
BEGINNING OF SHIFT DUTIES	<input type="checkbox"/> Sign-In with Check-In/Out upon arrival (or at the beginning of POD assignment each day), obtain POD ID vest and other assigned equipment and PPE (radio, etc.) <input type="checkbox"/> Read the Role-specific Job Action Sheet (JAS) and review SSPOD Plan as needed <input type="checkbox"/> Obtain briefing from Operations Chief on operational period goals and strategies <input type="checkbox"/> Brief and provide Just-in-Time Training (JITT) and JAS to all Vaccine Administrators, Vaccine Support Staff, and Medical Evaluation Staff emphasizing critical clinical guidance appropriate for vaccine
JOB DUTIES	<input type="checkbox"/> <u>Monitor vaccine stations for:</u> <ul style="list-style-type: none"> • Proper administration techniques of vaccine • Proper use of PPE • Proper storage and handling of vaccine <input type="checkbox"/> Monitor CDMS for proper reporting and documentation of recipients and vaccines <input type="checkbox"/> Assist staff in any on-the-spot improvement training on any aspects of vaccine administration <input type="checkbox"/> Identify and mitigate with Operations chief any throughput or bottleneck issues in the vaccine station area
END OF SHIFT DUTIES	<input type="checkbox"/> Brief incoming relief <input type="checkbox"/> Reviews and updates Vaccine FAQ sheet as needed. <input type="checkbox"/> Verify return schedule as needed. <input type="checkbox"/> Return ID Vest and equipment and sign out from Check In/Out station. <input type="checkbox"/> Complete ICS 214 team and all major activities.
DEMOBILIZATION DUTIES	<input type="checkbox"/> Participate in team debriefing <input type="checkbox"/> Identify issues and participate in After Action Report (AAR) <input type="checkbox"/> Notifies Operations Chief of arrival and home station of individual and team

New York State Department of Health (NYSDOH)
Medical Countermeasure (MCM) Clinical Operations (ClinOps)
Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

DOCUMENTS TO REVIEW	<ul style="list-style-type: none"><input type="checkbox"/> POD Plan<input type="checkbox"/> JAS for all staff types<input type="checkbox"/> Vaccine FAQs Sheet<input type="checkbox"/> Current NYSDOH and CDC clinical guidance or job aids, including but not limited to:<ul style="list-style-type: none"><input type="checkbox"/> Vaccine Information Sheet (VIS)<input type="checkbox"/> CDC Storage and Handling Tool Kit https://www.cdc.gov/vaccines/hcp/admin/storage/toolkit/index.html<input type="checkbox"/> ICS214
----------------------------	--

New York State Department of Health (NYSDOH)
 Medical Countermeasure (MCM) Clinical Operations (ClinOps)
 Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

ROLE	VACCINE ADMINISTRATORS (Operations)
REPORT TO	Vaccine Lead
SUPERVISE	NA
JOB DESCRIPTION	Prepare and administer vaccines in accordance with current NYSDOH guidance and recommendations.
PREFERRED SKILLS OR QUALIFICATIONS	<input type="checkbox"/> Basic knowledge of incident command system (ICS) and POD Operations <input type="checkbox"/> Clear verbal communication skills <input type="checkbox"/> Excellent public interaction skills <input type="checkbox"/> Knowledge of vaccine administration, storage and handling and clinical operations at an emergency operation site. <input type="checkbox"/> License/certification in field which can administer vaccines: MD/DO, NP, PA or RN <input type="checkbox"/> Basic understanding of NYSDOH CDMS use in POD Operations <input type="checkbox"/> Minimum training: ICS 100
BEGINNING OF SHIFT DUTIES	<input type="checkbox"/> Sign-In with Check-In/Out upon arrival (or at the beginning of POD assignment each day), obtain POD ID vest and other assigned equipment and PPE (radio, etc.) <input type="checkbox"/> Read the Role-specific Job Action Sheet (JAS) and other job aids <input type="checkbox"/> Obtain briefing and Just-in-Time Training (JITT) from Vaccine Lead on operational period goals and strategies
JOB DUTIES	<input type="checkbox"/> Review Screening questions with recipients to ensure no changes have occurred since registration <input type="checkbox"/> Direct patients who meet criteria to medical evaluation station for more detailed screening and assessment <input type="checkbox"/> Draw vaccine in accordance to manufacturer/NYSDOH guidance <input type="checkbox"/> Administer vaccination using proper technique, PPE <input type="checkbox"/> Dispose of syringe/needle appropriate with sharps protocols <input type="checkbox"/> Advise recipient of critical adverse reaction information <input type="checkbox"/> Directs Recipient to Recipient Education station <input type="checkbox"/> Review CDMS record completed by Vaccine Support assistant before submission <input type="checkbox"/> Change PPE and clean station as needed based on current infection control protocols between recipients
END OF SHIFT DUTIES	<input type="checkbox"/> Inform Vaccine Lead of any consistent issues or problems during operation period <input type="checkbox"/> Verify return schedule as needed. <input type="checkbox"/> Return ID Vest and equipment and sign out from Check In/Out station.
DEMOBILIZATION DUTIES	<input type="checkbox"/> Participate in team debriefing <input type="checkbox"/> Notifies Vaccine Lead of arrival at home station
DOCUMENTS TO REVIEW	<input type="checkbox"/> Vaccine Administrator JAS <input type="checkbox"/> CDMS Job aids for Point of Care operations <input type="checkbox"/> Current NYSDOH and CDC clinical guidance or job aids, including but not limited to: <ul style="list-style-type: none"> <input type="checkbox"/> Vaccine Information Sheet (VIS) <input type="checkbox"/> CDC Storage and Handling Tool Kit https://www.cdc.gov/vaccines/hcp/admin/storage/toolkit/index.html

New York State Department of Health (NYSDOH)
 Medical Countermeasure (MCM) Clinical Operations (ClinOps)
 Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

ROLE	VACCINE SUPPORT STAFF (Operations)
REPORT TO	Vaccine Lead
SUPERVISE	NA
JOB DESCRIPTION	Provide assistance to Vaccine Administrators, helping ensure proper vaccine storage and handling and documenting all administered vaccines in the NYSDOH CDMS application with Vaccine Administrators review and approval.
PREFERRED SKILLS OR QUALIFICATIONS	<input type="checkbox"/> Basic knowledge of incident command system (ICS) and POD Operations <input type="checkbox"/> Clear verbal communication skills <input type="checkbox"/> Good public interaction skills <input type="checkbox"/> Access to the NYSDOH HCS and CDMS application <input type="checkbox"/> Comprehensive knowledge of CDMS Point of Care operations <input type="checkbox"/> Basic knowledge of computer/tablet use and troubleshooting <input type="checkbox"/> Minimum training: ICS 100
BEGINNING OF SHIFT DUTIES	<input type="checkbox"/> Sign-In with Check-In/Out upon arrival (or at the beginning of POD assignment each day), obtain POD ID vest and other assigned equipment and PPE (radio, etc.) <input type="checkbox"/> Read the Role-specific Job Action Sheet (JAS) and other job aids <input type="checkbox"/> Obtain briefing and Just-in-Time Training (JITT) from Vaccine Lead on operational period goals and strategies
JOB DUTIES	<input type="checkbox"/> Helps Vaccine Administrator as appropriate with any preparation of vaccines and ancillary supplies <input type="checkbox"/> Ensures quantities of vaccines, ancillary supplies, PPE or cleaning supplies are re-supplied by notifying Vaccine Lead or Logistics staff when needed <input type="checkbox"/> Completes all CDMS record data fields as directed by Vaccine Administrator <input type="checkbox"/> Allows Vaccine Administrator to review CDMS record before submission <input type="checkbox"/> Trouble shoot any computer/tablet issues and notifies Vaccine Lead, Operations Chief or IT Support staff of any consistent issues <input type="checkbox"/> Maintains and fills in paper back-up records if CDMS application experiences temporary outage
END OF SHIFT DUTIES	<input type="checkbox"/> Inform Vaccine Lead of any consistent issues or problems during operation period <input type="checkbox"/> Verify return schedule as needed. <input type="checkbox"/> Return ID Vest and equipment and sign out from Check In/Out station.
DEMOBILIZATION DUTIES	<input type="checkbox"/> Participate in team debriefing <input type="checkbox"/> Notifies Vaccine Lead of arrival at home station
DOCUMENTS TO REVIEW	<input type="checkbox"/> Vaccine Support Staff JAS <input type="checkbox"/> CDMS Job aids for Point of Care operations

New York State Department of Health (NYSDOH)
 Medical Countermeasure (MCM) Clinical Operations (ClinOps)
 Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

ROLE	RECIPIENT EDUCATION / OBSERVER (Operations)
REPORT TO	Vaccine Lead
SUPERVISE	NA
JOB DESCRIPTION	Ensures all recipients receive all necessary educational forms about the incident and vaccine, answers basic questions about the vaccine and directs recipients to Medical evaluation for complicated questions.
PREFERRED SKILLS OR QUALIFICATIONS	<input type="checkbox"/> Basic knowledge of incident command system (ICS) and POD Operations <input type="checkbox"/> Clear verbal communication skills <input type="checkbox"/> Excellent public interaction skills <input type="checkbox"/> Basic knowledge of Vaccine administration and common recipient questions <input type="checkbox"/> Minimum training: ICS 100
BEGINNING OF SHIFT DUTIES	<input type="checkbox"/> Sign-In with Check-In/Out upon arrival (or at the beginning of POD assignment each day), obtain POD ID vest and other assigned equipment and PPE (radio, etc.) <input type="checkbox"/> Read the Role-specific Job Action Sheet (JAS) and other job aids <input type="checkbox"/> Obtain briefing and Just-in-Time Training (JITT) from Vaccine Lead on operational period goals and strategies
JOB DUTIES	<input type="checkbox"/> Provides all recipients with required education forms before exiting the POD, including but not limited to: <ul style="list-style-type: none"> • Vaccine Information Sheet (VIS) • Adverse Reactions Sheet and Contact Information <input type="checkbox"/> Answers simple questions based on FAQ sheet developed by Vaccine Lead and Medical Evaluation Staff <input type="checkbox"/> Directs any questions not answered by FAQs to Medical Evaluation station for information <input type="checkbox"/> Monitor all recipients in waiting area for untoward or adverse reaction(s) to injection <input type="checkbox"/> Assure recipients remain at waiting area for the 15 minutes or other recommendation based on vaccination administered. <input type="checkbox"/> If no negative reactions are observed, direct recipients to exit. <input type="checkbox"/> If observe untoward reaction(s), radios to Medical Evaluation and/or First Aid as needed.
END OF SHIFT DUTIES	<input type="checkbox"/> Inform Vaccine Lead of any consistent issues or problems during operation period <input type="checkbox"/> Informs Vaccine lead and Medical Evaluation of any FAQs based on recipient questions <input type="checkbox"/> Verify return schedule as needed. <input type="checkbox"/> Return ID Vest and equipment and sign out from Check In/Out station.
DEMOBILIZATION DUTIES	<input type="checkbox"/> Participate in team debriefing <input type="checkbox"/> Notifies Vaccine Lead of arrival at home station
DOCUMENTS TO REVIEW	<input type="checkbox"/> Recipient Education JAS <input type="checkbox"/> Vaccine FAQs Sheet

New York State Department of Health (NYSDOH)
 Medical Countermeasure (MCM) Clinical Operations (ClinOps)
 Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

ROLE	MEDICAL EVALUATION (Operations)
REPORT TO	Vaccine Lead
SUPERVISE	NA
JOB DESCRIPTION	Provides more detailed assessment and screening of recipients who “screen out” of the basic clinical algorithm to receive the vaccine.
PREFERRED SKILLS OR QUALIFICATIONS	<input type="checkbox"/> Comprehensive knowledge of vaccine administration, storage and handling and clinical operations at an emergency operation site. <input type="checkbox"/> License/certification in medical field: MD/DO, NP, PA or RN <input type="checkbox"/> Good verbal communication skills <input type="checkbox"/> Minimum training: ICS 100
BEGINNING OF SHIFT DUTIES	<input type="checkbox"/> Sign-In with Check-In/Out upon arrival (or at the beginning of POD assignment each day), obtain POD ID vest and other assigned equipment and PPE (radio, etc.) <input type="checkbox"/> Read the Role-specific Job Action Sheet (JAS) and other job aids <input type="checkbox"/> Obtain briefing and Just-in-Time Training (JITT) from Vaccine Lead on operational period goals and strategies
JOB DUTIES	<input type="checkbox"/> Reviews all screening questions with recipient <input type="checkbox"/> Determines if recipient should still be administered the vaccine based on best clinical judgement <ul style="list-style-type: none"> • YES → Directs recipient back to Vaccine Administration or provides vaccine • NO → Directs recipient of follow-up steps (contacting Primary Care Physician, etc.) <input type="checkbox"/> Answers questions from recipients based on best clinical judgement if not part of FAQs <input type="checkbox"/> Assists Vaccine lead with quality control, improvement training and FAQ development as needed
END OF SHIFT DUTIES	<input type="checkbox"/> Inform Vaccine Lead of any consistent issues or problems during operation period <input type="checkbox"/> Informs Vaccine lead of any FAQs based on recipient questions <input type="checkbox"/> Verify return schedule as needed. <input type="checkbox"/> Return ID Vest and equipment and sign out from Check In/Out station.
DEMOBILIZATION DUTIES	<input type="checkbox"/> Participate in team debriefing <input type="checkbox"/> Notifies Vaccine Lead of arrival at home station
DOCUMENTS TO REVIEW	<input type="checkbox"/> Medical Evaluation JAS <input type="checkbox"/> Vaccine FAQs Sheet <input type="checkbox"/> Current NYSDOH and CDC clinical guidance or job aids, including but not limited to: <ul style="list-style-type: none"> <input type="checkbox"/> Vaccine Information Sheet (VIS) <input type="checkbox"/> CDC Storage and Handling Tool Kit https://www.cdc.gov/vaccines/hcp/admin/storage/toolkit/index.html

New York State Department of Health (NYSDOH)
 Medical Countermeasure (MCM) Clinical Operations (ClinOps)
 Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

ROLE	SUPPORT TEAM LEAD (Operations)
REPORT TO	Operations Chief/Lead
SUPERVISE	AFN Support Staff, Behavioral/ Mental Health Staff, Observer/First Aid
JOB DESCRIPTION	Oversee Support Team and Waiting Area/First Aid activities, ensuring services are provided to all recipients who request help with Access and Functional Needs, including but not limited to visual or hearing conditions, physical conditions, language considerations, etc..
PREFERRED SKILLS OR QUALIFICATIONS	<input type="checkbox"/> Knowledge of incident command system (ICS) and POD operations <input type="checkbox"/> Clear written and excellent verbal communication skills <input type="checkbox"/> Excellent public interaction skills <input type="checkbox"/> Comprehensive knowledge of job aids which help in communication, including language lines and infographics <input type="checkbox"/> Established leadership skills and demonstrated decision-making ability <input type="checkbox"/> Minimum training: ICS 100, 200 NIMS 700
BEGINNING OF SHIFT DUTIES	<input type="checkbox"/> Sign-In with Check-In/Out upon arrival (or at the beginning of POD assignment each day), obtain POD ID vest and other assigned equipment and PPE (radio, etc.) <input type="checkbox"/> Read the Role-specific Job Action Sheet (JAS) and other job aids <input type="checkbox"/> Obtain briefing and Just-in-Time Training (JITT) from Operations Chief on operational period goals and strategies <input type="checkbox"/> Ensure briefings and Just-in-Time Trainings for Support Team members. <input type="checkbox"/> Ensure equipment supply needs for Support Team members.
JOB DUTIES	<input type="checkbox"/> Oversee support for those recipients requiring additional services provided by Support Team <input type="checkbox"/> Coordinates with Operations Chief and Vaccine lead to ensure recipients who request help are administered vaccine as applicable to individual situation <input type="checkbox"/> Coordinate with Operations Chief referrals of individuals to for support with AFN or Behavioral Health, as needed <input type="checkbox"/> Assist AFN staff with Language Line services coordination <input type="checkbox"/> Coordinate notification to Security Team of disruptive individuals, as needed <input type="checkbox"/> Report issues of problems to Operations Chief
END OF SHIFT DUTIES	<input type="checkbox"/> Inform Registration and Flow Control Lead of any consistent issues or problems during operation period <input type="checkbox"/> Verify return schedule as needed. <input type="checkbox"/> Report any changes to protocol <input type="checkbox"/> Return ID Vest and equipment and sign out from Check In/Out station
DEMOBILIZATION DUTIES	<input type="checkbox"/> Break down station if needed, participate in team debriefing <input type="checkbox"/> Identify issues and participate in After Action Report (AAR) <input type="checkbox"/> Notifies Operations Chief of arrival of self and team at home station
DOCUMENTS TO REVIEW	<input type="checkbox"/> Support Team Lead JAS <input type="checkbox"/> Vaccine FAQs Sheet <input type="checkbox"/> AFN Job Aids (Infographics) <input type="checkbox"/> Language Line protocols

New York State Department of Health (NYSDOH)
 Medical Countermeasure (MCM) Clinical Operations (ClinOps)
 Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

ROLE	ASSISTANCE/SUPPORT STAFF (Operations)
REPORT TO	Support Team Lead
SUPERVISE	NA
JOB DESCRIPTION	Supports recipient who request aid to receive vaccine at POD, includes helping those with Access and Functional Needs, including but not limited to visual or hearing conditions, physical conditions, language considerations, etc.
PREFERRED SKILLS OR QUALIFICATIONS	<input type="checkbox"/> Comprehensive knowledge, experience and skills working with individuals with AFN <input type="checkbox"/> Comprehensive knowledge of job aids which help in communication, including language lines and infographics <input type="checkbox"/> Excellent verbal communication skills <input type="checkbox"/> Excellent public interaction skills <input type="checkbox"/> Minimum training: ICS 100
BEGINNING OF SHIFT DUTIES	<input type="checkbox"/> Sign-In with Check-In/Out upon arrival (or at the beginning of POD assignment each day), obtain POD ID vest and other assigned equipment and PPE (radio, etc.) <input type="checkbox"/> Read the Role-specific Job Action Sheet (JAS) and other job aids <input type="checkbox"/> Obtain briefing and Just-in-Time Training (JITT) from Operations Chief on operational period goals and strategies
JOB DUTIES	<input type="checkbox"/> Assists recipient with communicating and understanding all aspects of POD Operations and recipient follow-up needs <input type="checkbox"/> Coordinates with Operations Chief and Vaccine lead to direct a Vaccine Administrator to station to administer vaccination
END OF SHIFT DUTIES	<input type="checkbox"/> Inform Operations Chief of any consistent issues or problems during operation period <input type="checkbox"/> Verify return schedule as needed. <input type="checkbox"/> Return ID Vest and equipment and sign out from Check In/Out station.
DEMOBILIZATION DUTIES	<input type="checkbox"/> Participate in team debriefing <input type="checkbox"/> Notifies Operations Chief of arrival at home station
DOCUMENTS TO REVIEW	<input type="checkbox"/> Support Staff JAS <input type="checkbox"/> Vaccine FAQs Sheet <input type="checkbox"/> AFN Job Aids (Infographics) <input type="checkbox"/> Language Line protocols

New York State Department of Health (NYSDOH)
 Medical Countermeasure (MCM) Clinical Operations (ClinOps)
 Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

ROLE	BEHAVIORAL/MENTAL HEALTH SUPPORT (Operations)
REPORT TO	Support Team Lead
SUPERVISE	NA
JOB DESCRIPTION	Supports recipient, staff and volunteers who show signs of mental health distress.
PREFERRED SKILLS OR QUALIFICATIONS	<input type="checkbox"/> Comprehensive knowledge and skills in Psychological First Aid and Disaster Mental Health <input type="checkbox"/> Excellent verbal communication skills <input type="checkbox"/> Excellent public interaction skills <input type="checkbox"/> Minimum training: ICS 100
BEGINNING OF SHIFT DUTIES	<input type="checkbox"/> Sign-In with Check-In/Out upon arrival (or at the beginning of POD assignment each day), obtain POD ID vest and other assigned equipment and PPE (radio, etc.) <input type="checkbox"/> Read the Role-specific Job Action Sheet (JAS) and other job aids <input type="checkbox"/> Obtain briefing from Operations Chief on operational period goals and strategies <input type="checkbox"/> Brief and provide Just-in-Time Training (JITT) to all POD staff on indicators and warning signs of psychological stress
JOB DUTIES	<input type="checkbox"/> Coordinates with Safety Officer, Security Officer, and Operations Chief to identify and be notified of any recipient, staff and volunteer concerns <input type="checkbox"/> Assess and provides follow-up steps to recipients, staff or volunteers who have been referred due to showing signs of psychological stress <input type="checkbox"/> Identifies and works with all POD staff on methods of mitigating and reducing stress during POD operations
END OF SHIFT DUTIES	<input type="checkbox"/> Inform Operations Chief of any consistent issues or problems during operation period <input type="checkbox"/> Verify return schedule as needed. <input type="checkbox"/> Return ID Vest and equipment and sign out from Check In/Out station.
DEMOBILIZATION DUTIES	<input type="checkbox"/> Participate in team debriefing <input type="checkbox"/> Notifies Operations Chief of arrival at home station
DOCUMENTS TO REVIEW	<input type="checkbox"/> Behavioral/Mental Health Support JAS

New York State Department of Health (NYSDOH)
 Medical Countermeasure (MCM) Clinical Operations (ClinOps)
 Example Vaccine Administration Point of Dispensing (POD) Job Action Sheets (JAS) – Operational Roles

ROLE	FIRST AID (Operations)
REPORT TO	Support Team Lead
SUPERVISE	NA
JOB DESCRIPTION	Observe recipients for adverse reactions to vaccine and provide general first aid for staff, volunteers and recipients as needed.
PREFERRED SKILLS OR QUALIFICATIONS	<input type="checkbox"/> Advanced practice, registered or licensed practical nurse, EMT, paramedic, or physician assistant (under medical evaluator (MD) on site site). <input type="checkbox"/> Good verbal communication skills <input type="checkbox"/> Minimum training: ICS 100
BEGINNING OF SHIFT DUTIES	<input type="checkbox"/> Sign-In with Check-In/Out upon arrival (or at the beginning of POD assignment each day), obtain POD ID vest and other assigned equipment and PPE (radio, etc.) <input type="checkbox"/> Read the Role-specific Job Action Sheet (JAS), ICS 214 and other job aids <input type="checkbox"/> Obtain briefing and Just-in-Time Training (JITT) from Support Team Lead on operational period goals and strategies <input type="checkbox"/> Inventory and familiarize with all first aid equipment and supplies
JOB DUTIES	<input type="checkbox"/> Provide general first aid to other staff, volunteers or recipients, for injuries or illness which are non-vaccine related, ensuring additional care is called as needed and documenting on ICS 214. <input type="checkbox"/> Supports Medical Evaluation and works with Recipient Educators to monitor or response to adverse reactions to the vaccine in the waiting area. <input type="checkbox"/> Report issues or problems to Support Team Leader and document on ICS 214.
END OF SHIFT DUTIES	<input type="checkbox"/> Inform Support Team Lead of any consistent issues or problems during operation period <input type="checkbox"/> Attend staff debriefing at shift change and/or at close of clinic <input type="checkbox"/> Report any changes to protocol, brief incoming Observation staff <input type="checkbox"/> Prepare station for next day operations, as needed, including reviewing used equipment and supplies and requesting refill to Logistics team <input type="checkbox"/> Verify return schedule as needed. <input type="checkbox"/> Return ID Vest and equipment and sign out from Check In/Out station
DEMOBILIZATION DUTIES	<input type="checkbox"/> Break down station if needed, participate in team debriefing <input type="checkbox"/> Identify issues and participate in After Action Report (AAR) <input type="checkbox"/> Notifies Support Team of arrival at home station
DOCUMENTS TO REVIEW	<input type="checkbox"/> First Aid JAS <input type="checkbox"/> First Aid Kit Inventory List <input type="checkbox"/> ICS 214