

POSITION DESCRIPTION

INCIDENT DISPATCHER II

Position Responsibility: Personnel serving in this capacity shall be responsible for working in either a Dispatch Center or in a Mobile Communications Unit at an Incident Base or Command Post. They have completed ICS200, a 24 hour course on the duties and functions of the Incident Dispatcher, MAC Unit 1000 level training for Regional Radio Cache functions, a NWCG Status/ Check-In Recorder course, and have a task book initialized as an Incident Dispatcher II. Incident Dispatcher II's are restricted to the Command Post and do not participate in fire rescue ground operations.

Program Mission Statement

To provide the State of Florida and local agencies with Incident Dispatcher Teams (IDT) trained in the Incident Command System (ICS) for rapid deployment to incidents for on-scene communications, check-in, and resource status support for Incident Commanders and Command Post operations.

Program Objectives

- To provide a team of field communicators capable of rapid to the scene of an unstable incident and provide communication, check-in, and resource status in support of the Incident Commander.
- To assist in planning by providing an additional measure of accountability through the Incident Communications Center.
- Assist in establishing Communications center in support of the Communications Unit.
- Provide a high level of service and any assistance needed by the Incident Commander or any agency requesting the team and to ensure that both on-scene and off-site communications is established and maintained.
- Ensure that applicable Incident Command System (ICS) forms are properly completed and filed with the Documentation Unit for the recording of the incident.
- Ensure the Incident Dispatcher is able to function in the meticulous and exacting process of resource status keeping and ability to concentrate on several ongoing tasks

at once, thus keeping the Incident Commander free to concentrate on the incident and the safety of the personnel and citizens of the State of Florida.

Training

The Incident Dispatcher Team (IDT) consists of a Team Leader and qualified dispatchers who have received specialized training to perform communications, check-in, and resource status support at an incident scene, in accordance with a National Interagency Incident Management System (NIIMS) model.

Required training for the Florida Fire Chief's Association Incident Dispatcher II consists of completing;

- A NWCG approved ICS-200 course. (Pre-requisite for IDT class),
- A 24 hour Florida Fire Chief's Association and Division of Forestry approved Incident Dispatcher Training class on the duties and functions of the Incident Dispatcher,
- A Multi-Agency Communications Unit (MAC) level 1000 class for Regional Radio Cache functions,
- A National Wildfire Coordinating Group Status/ Check-In Recorder class,
- Possess initiated or completed task books from Florida Fire Chief's Association for Incident Dispatcher and National Wildfire Coordinating Group for Status/ Check-In Recorder.

Common Responsibilities

"Common Responsibilities" is a term that describes certain tasks and functions that all personnel are expected to perform, regardless of their assignment.

12. Upon arrival, check in and seek out supervisor or agency dispatcher for initial briefing. Gather available information necessary to immediately assess situation, determine priorities, and take action as appropriate. When completing these tasks consider the following:

- < Situational Awareness; current situation, status of orders, current resource order request to expedite, current resource commitments.

- < Priority Setting; priorities for current operational period, incident priorities in multiple incident situations, critical resources.
 - < Local Office Considerations; ordering channels, local protocol for special situations, emergencies procedures, authority limits, not-to-exceed order times, how to display resource tracking information, internal/external key contacts, procedures for media and/or private contractor calls, desk log procedures, operational period schedules, time sheets, housing and transportation availability.
2. Establish and maintain positive interpersonal and interagency working relationships.
- < Create a work environment that provides diversity and equal opportunity for all personnel assigned to the incident.
 - < Address individual agency values and policies throughout the tenure of the incident.
3. Mobilize, reassign, and demobilize resources from one or more of the functional dispatch areas to support an incident.
- < Use pertinent reference guides to validate resource capabilities, limitations, or regulations governing use.
 - < Summarize resource information to summarize intelligence support.
 - < Use existing sources and contract agreements to obtain resources.
 - < Use established methods and channels for completing resource requests.
 - < Communicate with internal/external entities.
 - < Identify resources being released that are re-assignable.
 - < Ensure resource order/request closure.
 - < Ensure that demobilization procedures are followed.
 - < Recover equipment from relieved or released units.
4. Use of reference materials
- < Mobilization guides.
 - < Contracts and Mutual Aid Agreements.
 - < Dispatch Operations Guides and Standard Operating Guidelines.
5. Effectively utilize resource tracking and status systems to ensure that all resources assigned to an incident are accounted for.
- < Compile and maintain current status of resources using T-cards, data base and/or local system.
 - < Obtain necessary briefings and work materials.

- < Maintain necessary contact with Incident Communications.
- < Ensure proper transmission and posting of check-in and staging areas so arriving resources can easily find check-in locations.
- < Forward completed Check-In Lists to appropriate resource entities.
- < Prepare, post, and maintain Resource Status Cards and/or other approved resource tracking and accountability forms.
- < Remain aware of hazards associated with working in the field.
- < Attend incident debriefing.

6. Conduct briefings for relief dispatchers

- < Communicate pertinent information regarding operational period activities.
- < Communicate priorities.
- < Communicate procedural issues or changes regarding mobilization.

7. Demonstrate knowledge and practical use of national, area, and local forms and reports. Review forms for completeness and accuracy. Follow up to confirm information as appropriate. Ensure legible and complete documentation. Recognize when use of supplemental forms is required. For example;

- < ICS 201 (Incident Briefing Form)
- < Incident Action Plan (IAP)
- < ICS 211 (Check-in List)
- < ICS 213 (General Message Form)
- < ICS 214 (Unit Log)
- < ICS 259 (Resource Order Forms)
- < ICS SF-261 (Crew Time Report)
- < OF-288 (Emergency Firefighter Time Report)
- < ICS 219-9A (Accountable Property Transfer/Portable Radio Inventory Form)
- < ICS 219 (Resource Status Cards/T-Cards)
- < Local Accountability System Forms
- < Local Unit specific logs, reports and radio records

Initial Response Actions

1. Report to the Incident Management structure in place within the requesting agency and performing the tasks of: Incident Dispatcher, Check-In Recorder, Resource Statistics (ReStat Recorder) as they may be required.

A. First Arriving Incident Dispatcher:

- < Establish IC's needs for the specific incident,
- < Transition into CP operations, relieve non dispatch personnel,
- < Establish Communications Unit, Communications Center,
- < Monitor Command Net Radio for IC,
- < Establish or maintain existing ReStat system,
- < Set-up lap-top, printer, scanner, cell phone and fax as available and/or needed,
- < Complete appropriate forms and unit log,
- < Assist 2nd arriving Incident Dispatcher in monitoring any secondary TAC Channel in use.

B. Second Arriving Incident Dispatcher:

- < Mobile Data Terminal (MDT)/Laptop Position in Communications Center,
- < Note event times for IC and PIO,
- < Manage communications between CP/Local agency Comm. Center as needed
- < Monitor Tactical channels as needed,
- < Provide input in the preparation of the Incident Communications Plan, and assist with the Plan's implementation,
- < Establish communications and message centers as needed,
- < Set up telephone communications as needed,
- < Establish an equipment accountability system as needed,
- < If/when no Tactical channels are being used, monitor local agency frequency - note any significant dispatches that may impact/be impacted by resources committed to this incident Assist ReStat Incident Dispatcher with T-Cards, as needed,
- < Assist IC with ICS 201 as needed,
- < Forward all pertinent data, logs, reports and paperwork to the Communications Unit Leader for proper incident documentation.

2. Demonstrate the use of physical and mechanical resources in an ICP

- < Locate a list of transmit frequencies or talk groups used by the base station.
- < Recover equipment from relieved or released units.
- < The procedure to switch to auxiliary generator (unit specific) in order to maintain radio communications when commercial power has failed. (If applicable)
- < Demonstrate the channel selection positions on a mobile and portable radio.
- < Locate a list of contact information you could use in the field to contact resources commonly requested by your local unit.
- < Describe steps that could be taken to protect ICP communications during inclement weather.

3. Demonstrate knowledge of the procedures and operations of an Incident Command Post
 - < Demonstrate to the satisfaction of the trainer how to transfer the current operational status of on scene personnel to the Incident Dispatcher.
 - < Correctly describe the procedure for contacting the requested resources from the command post.
 - < Given an ICS Chart, correctly interpret the duty status of personnel assigned to an incident.
 - < Correctly describe transfer of command procedures for unified command, if applicable.

Mapping

1. Demonstrate the ability to utilize the resources to complete necessary mapping and jurisdictional tasks.
 - < Demonstrate the triangulation process on a map to identify the nearest quarter section at the intersect point and the correct Section, Township, and Range in each case.
 - < Given highway directions, successfully locate sections, township, range of an incident.
 - < Utilize local agency maps and resources to handle jurisdictional requests in a timely manner.

Mutual Aid

1. From resources available identify and describe the primary duties or responsibilities of these offices, individuals and the functions of the sections listed.
 - < Division of Forestry
 - < Florida Fire Chiefs Association
 - < State Fire Marshall's Office
 - < State Emergency Management
 - < Associated Public Safety Communications Officials
 - < Federal Emergency Management Agency

(Local Unit)

 - < Incident Dispatcher
 - < Incident Dispatcher Team
 - < Incident Dispatcher Team Leader
 - < Incident Dispatcher Coordinator
 - < County Emergency Operations Center
 - < County Warning Point

< State Warning Point

2. Demonstrate proper state and local mutual aid procedures.

- < Cite the mutual aid process and interaction between the primary entities from 1 above.
- < Identify the key mutual aid resources as determine in the Statewide Catastrophic Mutual Aid Agreement and Florida Comprehensive Emergency Management Plan.
- < Correctly define what Kind and Type coding is.
- < Cite how the Mutual Aid Communications Unit can improve mutual aid communications.

(Local Unit)

- < Cite the mutual aid process and interaction between the primary local entities.
- < Define unified command and with local resources provide a scenario or how it would function.

3. While assigned to an incident demonstrate knowledge of key agencies with whom Incident Dispatchers have emergency/assignment/deployment contact.

- < Locate contact information for incident related law enforcement departments, fire departments, Emergency Management, majors landowners...
- < Locate area of responsibilities of cooperating police, fire departments, landowner cooperators, other state and Federal agencies Owners/managers.
- < Describe the procedures for requesting a MAC unit.

DOF Operations

1. Demonstrate the ability to locate and access fire weather data.

- < Demonstrate knowledge of the KBDI (drought index).
- < Demonstrate how to receive a spot weather forecast.
- < Demonstrate knowledge of dispersion, ignition components , spread components, buildup index, spread index.
- < Explain NWS Red Flag Warning vs. DOF's Red Flag Alert.
- < Explain duties and responsibilities of Division of Forestry Duty Officer (D105).

Aircraft

1. Describe aircraft procedures.

- < Describe the procedures for requesting air support.
- < Demonstrate use of the STR Conversion Program.
- < Using the DOF Fire Manual as a resource, correctly explain the procedure to follow when an aircraft is overdue.
- < Explain importance of recording aircraft flight information on incident cards.
- < Describe fire location, using latitude and longitude.
- < Utilize flight following procedures to track resources.

Law Enforcement Operations

1. Demonstrate the ability to perform tasks specific to a law enforcement ICP.

- < Perform the appropriate actions during a Tactical response during incidents such as Hostage, WMD, Bomb Threats, etc.
- < Demonstrate the ability to document suspect, sniper, crime scene entry, and perimeter in a timely and accurate manner.
- < Demonstrate the ability to contact additional requested resources in a timely manner.

Fire Rescue Operations

1. Demonstrate the ability to perform tasks specific to a fire rescue ICP.

- < Demonstrate the ability to perform appropriate actions during such incidents as a mass casualty or hazmat incident in a timely and accurate manner.
- < Demonstrate the ability to contact additional requested resources in a timely manner.

Fire Suppression

1. Demonstrate knowledge of fire suppression equipment, terminology and fire techniques.

- < After a visual demonstration, name types of suppression equipment in your field unit and describe the primary functions of each.
- < With the evaluator, visit at least two on-going wildfires, prescribed burns, or contract burns and observe the proper handling of radio traffic between crews, supervisor, and communications.
- < While observing the fires, discuss with the evaluator the actions of the fires as affected by wind speed and direction, relative humidity, herbaceous condition and the time of day.

Media

1. Knowledge of responsibilities and limitations in reporting information concerning Incident Command Post activities, to the news media and the general public.
- < Refers media requests to the Information Officer in a consistent and timely manner.