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| **SOP# 305 Approved By:**  **Lead Supervision Policy**  **Effective: June 30, 2016**  **Updated: N/A Chad Newland**  **Reviewed: June 30, 2016 Operations Manager**  **Lead Supervision** |

Policy

There is to be a Dispatch Lead on duty/ immediately available to dispatch staff in the absence of Communication Supervisor.

Purpose

Leads are an extension of leadership beyond management. It is necessary for proper leadership staff be in place to ensure appropriate mitigation of emergency incidents and uphold policy, procedure and constancy of service to crews and citizens of Contra Costa County.

Procedure/ Expectation

1. Lead Obligations
   1. Lead is required to complete a Passdown at the end of each rotation.
      1. Passdown is to be completely filled out.
         1. NA will be used for sections of the Passdown with no applicable occurrences
   2. Lead will collect completed Dispatch Daily Hour Sheets from each dispatcher and email to Dispatch Supervisor, and CC Data Analyst.
   3. Lead is responsible for communicating the expectations from management and from the field to fellow dispatchers.
   4. Leads are responsible for communicating the feedback from dispatch staff back up the chain of command to be addressed accordingly.
   5. Lead will participate in the Morning Rollcall in the absence of Communication Supervisor.
      1. Rollcall line 800-749-0911; 4887385#
   6. Lead will ensure daily radio check on XCC EMS1
      1. Lead will report any system issues to Confire management and dispatch Supervisor immediately
   7. Lead will report any damage or malfunctioning equipment to management
   8. Lead will coordinate both new hire training and ongoing training within the center
      1. Trainee hours and CTO hours will be communicated to Supervisor and forwarded to Scheduling Department, pending approval
   9. Leads are required to attend all assigned Leadership meetings
   10. Lead responsibility to Staffing
       1. Lead will page out upcoming shifts not filled by Scheduling department via Everbridge
       2. Leads may request that a dispatcher holdover in the event of a shift vacancy. If mandatory holdover is required, the Lead must contact either the Dispatch Supervisor or one of the on-duty Supervisors to accomplish this task.
       3. Lead will document all changes in the schedule on both Passdown, as well as email [concordscheduling@evhc.net](mailto:concordscheduling@evhc.net) and Communications Supervisor to ensure accurate attendance records.