



Appendix D-4: Recommended JIC Positions with Descriptions and Volunteer PIO Positions

RECOMMENDED JIC POSITIONS WITH DESCRIPTIONS

Public Information Officer (Lead PIO for the JIC)

The PIO is a member of the command staff within the Incident Command System (ICS). This position reports directly to the Incident Commander and is responsible for all public information matters relating to the incident. The PIO utilizes the Joint Information System (JIS) to organize public information activities in the form of a Joint Information Center (JIC). The PIO coordinates or oversees all JIC functions and ensures that the Incident Commander approves all public information releases.

RDSTF/MAC Public Information Officer (RDSTF Liaison to the JIC)

All RDSTF/MACs will have a designated RDSTF/MAC PIO who will serve as the RDSTF/MAC liaison to the local JIC(s). The RDSTF/MAC PIO will coordinate RDSTF/MAC requests for deployment of Public Information Officers to support local JIC operations as indicated in the Team Notification sequence. The RDSTF/MAC PIO can be deployed to support a local JIC, or to coordinate information between multiple JICs in wide spread incidents. Pre-designated Deputy MAC PIOs will be called if the primary MAC PIO is not available to respond to an event. Also, the Deputy MAC PIO will function as relief for the MAC PIO in situations that require continuous operations or for extended periods.

The RDSTF/MAC PIO will also represent the RDSTF on the appropriate law enforcement team subcommittee of the Operations and Planning Committee of the RDSTF State Working Group (SWG) on Domestic Preparedness. The SWG provides a forum for regional and statewide coordination of Regional Teams and the mechanism to:

- Establish standardized protocols and procedures.
- Standardize equipment and training requirements.
- Determine local, county, and state resource and response capabilities.
- Identify funding sources to augment existing resources.
- Integrate the planning and response phases of Emergency Management and the Regional Domestic Security Task Forces.
- Ensure interoperable communications among RDSTF response team members and their counterparts across the state.

When a RDSTF/MAC is requested to support a local JIC, responding members will be expected to:

- Quickly assemble at a designated location for assembly of travel directly to the scene of the incident as soon as possible.
- Ensure that all resources necessary for deployment are available and in working order.
- Upon arrival, the RDSTF/MAC PIO should establish liaison with RDSTF Command or designee and determine appropriate role for MAC personnel.



- The teams will receive a briefing from on-site personnel prior to establishing the JIC or relieving JIC personnel.
- The Incident Action Plan (IAP) will identify the public information mission.

The RDSTF/MAC PIO will maintain an all-disciplines *regional* callout schedule and contact list to ensure operational readiness. The Florida Fire Chief's Association (FFCA) maintains a *statewide* all-disciplines PIO deployment roster as a part of the FFCA State Emergency Response Plan (SERP). The FFCA has a designated Deployment Coordinator to handle requests for PIO deployment who coordinates all requests with the SEOC through ESF-14 (Public Information) and other ESFs as such requests are made. The RDSTF/MAC PIO should provide up-to-date regional lists to the FFCA for inclusion in the state deployment system. The MAC PIO will also insure that team leaders within the region are maintaining appropriate documentation for member training and certification.

The FFCA SERP and the Deployment Team Handbook can be accessed at www.FFCA.org

PIO Type	Training	Experience	Can Serve
Type I	Basic & Adv. PIO	Five years + one deployment	Lead PIO, Team Leader
Type II	Basic PIO	Two Years	Team Member
Type III	N/A	N/A	Local JIC only

JIC Manager(s)

The JIC manager(s) is responsible for all logistics support for the JIC operation, which includes locating equipment, establishing an operational facility, coordinating staffing, and operating the JIC facility. The JIC manager is responsible for acquiring and maintaining administrative support staff and supplies necessary to support the various JIC functions. This includes communications equipment, information technology (IT) support, and any other materials and supplies that are needed to operate an office environment. The JIC Manager should coordinate with the designated Logistics Chief (if one has been designated) to establish the JIC site

The following positions have been identified as support roles for the External Affairs Function during a catastrophic event:

- Newsletter Preparer/Typist – type a daily newsletter for staff and the community
- Field Operations Support Staff – assist in taking these newsletters out to specified areas for residents to pick up and get the latest information
- Joint Field Office Media Support Staff – help gather information from the Emergency Support Functions to be used for internal and external distribution. This can be a continual process trying to have the latest updates available for media or public information.
- Research Support Staff – conduct continual research, online, or otherwise, as needed
- Media Liaisons – serve as runners for VIP transport to media outlets for interviews, etc.



Telephone Call Center

The JIC function shall consider whether to establish a Telephone Call Center depending on the magnitude of the emergency event. The call center will function as the central contact point for the JIC for media and citizen inquiries. The call center should maintain an accurate log of all messages to promote efficient operation and to establish a record of information being received by the JIC, such as the name of the caller, the nature of the information or inquiry, and who was assigned for follow-up, if needed. The PIO should receive regular briefings concerning the nature of information being received at the telephone call center.

Another important function within the call center is Rumor Control. Information received in the call center must be examined for accuracy and measured against facts and circumstances to dispel erroneous information and to maintain public calm and confidence.

The Investigations Liaison is responsible for coordinating information received via the call center with the Investigations/Intelligence group who is supporting the incident(s). This liaison should remain aware of the nature and extent of telephone information received in the center with particular focus on:

- Callers who provide material information regarding the event regarding the incident, victims or suspects, or other information that is specific or actionable in any form.
- Information that may lead to increased public concern or panic. In such cases it is appropriate to brief the investigations component and/or other specialty service if the information can be quickly dispelled via the JIC public messaging.

Community Liaison

The Community Liaison function coordinates information and community needs with a variety of local organizations to include Non-Governmental Organizations (NGO), Faith-Based Organizations, local Chamber(s) of Commerce and other community-based groups. These organizations are stakeholders that can provide valuable information and assistance to the responding elements and can assist with public messaging.

All Liaison functions should be coordinated with the Liaison Officer.

Government Liaison

The Government Liaison function coordinates information and government information needs with local, state and federal agencies. While it is probable that many of the government functions will have Public Affairs personnel assigned to the JIC it not be possible to accommodate every branch and level of government that might have an interest in the event. The government Liaison function exists to bridge any information gaps and to assist government agencies, at all levels, with information to assist them in the performance of their responsibilities during emergency situations.



PUBLIC INFORMATION OFFICER VOLUNTEER POSITIONS

The following positions have been identified as support roles for the External Affairs Function during a catastrophic event:

- Newsletter Preparer/Typist – type a daily newsletter for staff and the community
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