

Hub Supervisor

The Hub Supervisor oversees all activities in the hub and makes sure it runs as safely, effectively, and efficiently as possible.

This includes making sure that all roles are being carried out and that everyone in the team is properly supported. The Supervisor must also ensure that key decisions and actions are discussed with the group and, where possible, a consensus is reached. This is a community run scheme and therefore no one person has overall control. However, it is important that effective and informed decisions are made during a crisis.



Key Tasks



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.



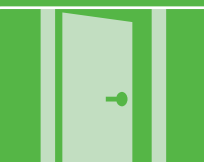
Welfare

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.



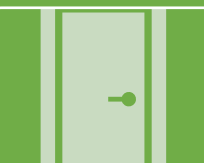
Register

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.

Working with the Media

The Media are an important part of any incident and will be managed by the statutory responding agencies. However, there may be specific media interest in your Emergency Contact Hub. The Supervisor's responsibility is to work with them should any arrive. It is up to the group what you allow the media to see of the hub.



WHAT CAN I SHARE?

Anything the media can see (as if they were a member of the public).

General Information (it's busy, it's really quiet, we've had lots of offers of assistance).

Public Information you have received from the emergency responders.



WHAT CAN'T I SHARE?

Any personal information or details about your community.
Some individuals may choose to share their details.

Addresses or contact information of the community.

Details of deaths or injuries.

Details on people homes.

Legal Information

In general, you do not have any special legal powers when working as part of the hub.

Legal regulation or law does not prohibit community proactiveness. However, it's important that as a community group you operate within the law and work to promote health and safety within the hub.

If you are unsure on anything or need clarity relating to the law, please contact Wiltshire and Swindon Prepared.

In an emergency remember to always call 999

