

Placer County Law Enforcement Chaplaincy (PCLEC)

VOLUNTEER SUPERVISOR JOB DESCRIPTION

Position Overview – The PCLEC is divided into three operational service areas as depicted on the chaplaincy organization chart. The three service areas are; Specialized Services; 24/7 Field Services; and Training Services. Each service area is supervised by a trained and knowledgeable volunteer chaplain, hereinafter referred to as a supervisor, answering directly to the Deputy Senior Chaplain (DSC) who has managerial responsibility for all chaplaincy operations. Chaplains who are designated to fill these positions are required to have a minimal level of qualifying supervisory experience, a lead position assignment working with others and/or broad experience serving the chaplaincy for no less than three years. They must have excellent organizational skills, the ability to follow through, work with deadlines and communicate clearly to those they supervise and to their immediate supervisor. A supervisor can be an experienced community chaplain or law enforcement chaplain.

Supervisors are scheduled for On-Call status monthly, and oversee all chaplaincy field service operations while on duty. Supervisors also support the DSC with planning, organizing, directing and controlling areas that they supervise. Supervisors work with chaplain dispatchers, team leaders, coordinators and instructors in their specific service area in a coordinated effort to accomplish the overall mission of the chaplaincy. Supervisors can also serve in any other chaplaincy capacity as an advisor, committee member, dispatcher, event coordinator or instructor. The following information provides a more defined description of these positions:

Service Commitment – Supervisors share the daily 24-hour On-Call supervisory responsibility with the DSC. The Senior Chaplain (SC) does not normally act in an On-Call capacity unless circumstances warrant his or her participation. A monthly calendar that includes dispatchers is produced each month showing who is assigned to a particular daily twenty-four-hour period. A supervisor is required to be on the 24-hour calendar about 7 or 8 times each month, based on the availability of the four or five chaplains with supervisory authority

Because of this extensive requirement, supervisors may serve the chaplaincy mandatory minimum monthly 24-hour Emergency Call Out (ECO) availability over a two-month period, rather than monthly. If the supervisor is a Law Enforcement Chaplain they may also calendar a minimum of one ride-along with any law enforcement agency at least once every two months. In lieu of being available for bi-monthly field ECO, a supervisor may also opt to serve as a dispatcher. This requirement is intended to ensure that supervisors maintain a minimum level of response proficiency.

Supervisory Limitation – Supervisors have limited control over subordinate chaplains regarding issues related to volunteer performance, personal issues and problematic interactions with fellow chaplains and the public. These circumstances require confidentiality and an administrative level of control in order to provide an appropriate level of assistance, correction, discipline and/or investigation. Supervisors are to treat these incidents as reportable matters reserved for the oversight of the DSC and SC. Reportable issues can be any prohibited behavior as outlined in the PCLEC Handbook, difficult interpersonal relations, field performance issues, confidential personal matters, or any incident and/or complaint requiring follow up or investigation. Supervisors are to be alert for any unlawful issues, especially those related to perceived unfair employment practices, volunteer treatment or a complaint involving any form of discrimination. A supervisor should always maintain confidentiality and confer with the DSC when in doubt as to whether a matter requires administrative oversight.

Conflict Avoidance - Supervisors are to avoid conflict when interacting with fellow chaplains, employees and the public. An authoritative and/or overbearing demeanor is unacceptable. Supervisors must always be cognizant that those who serve are doing so as part of voluntary service to the Lord and the community through the chaplaincy. Maintaining Confidentiality and Servant Leadership, are operative words when performing supervisory duties. Any interpersonal conflicts are to be kept confidential and reported up the chain-of-authority to the DSC and SC.

Specialized Services Supervisor – The chaplaincy is involved in many specialized services that range from ECO call outs to requests for participation in law enforcement supported programs and public service events. The supervisor is responsible for the supervision of chaplains with specialized skills and training associated with critical incident debriefings and school support. Responsibilities include supervisory oversight of all activities associated with special law enforcement and public events, Every-15-Minutes (E15M) high school programs, the Critical Incident Response Team (CIRT) Driving Under the Influence (DUI) check points and any other ad hoc event that is calendared throughout the year.

The supervisor will assist the DSC with the development of an annual event calendar for general distribution, which will also be added to the monthly “Volgistics” volunteer Information System (VIS) automated calendar for better visibility. The supervisor works with the DSC and various assigned chaplain advisors, coordinators and committee members in planning and organizing events to ensure that there are sufficient chaplains available to respond with the proper level of support, equipment and supplies necessary to carry out their assignments. This may call for the supervisor to direct activities from the field during an event.

The supervisor will ensure that written protocols are developed for critical incident stress management (CISM) events and school related responses. When requested by the SC, the DSC and the supervisor will jointly prepare an action plan in advance of an event.

The supervisor serves as an on-call supervisor according to a monthly calendar schedule as described throughout this volunteer supervisor job description.

24/7 Field Services Supervisor – This supervisor like the specialized services supervisor and training services supervisor is subordinate to the DSC. As such, he or she is responsible for directly supervising the entire chaplain cadre as their volunteer services relate to team events and responsibilities as described in the team leader and dispatch team leader job descriptions. This position also laterally supports the specialized services supervisor and the training services supervisor in ensuring that a coordinated effort is made to provide chaplain personnel as needed for special events and training without negatively impacting basic twenty-four-hour ECO call out services, or interfering with each section’s operational needs. This requires a cooperative effort directed through the oversight of the DSC. Each of the four designated team leaders (Red, White, Blue & Rainbow teams), as well as the dispatch team leader (See team leader job descriptions) report to the 24/7 field supervisor as their liaison chaplain to the DSC and SC.

The supervisor ensures that the monthly on-call supervisor and dispatcher calendar is forwarded to the DSC for publication and posting on the automated VIS. The supervisor also serves as an on-call supervisor according to a monthly calendar schedule as described throughout this volunteer supervisor job description.

Training Services Supervisor – The chaplaincy is dependent on well trained and experienced chaplains serving in the field. This can only be accomplished through a valid training program that presents curriculum which supports mandated core competencies and promotes continued relevant education. The training services supervisor is responsible for assisting the DSC in the development, finalization and presentation of all chaplaincy training courses. This includes compilation and approval of academy and monthly training

calendars, curriculum, syllabus, instructor selection, course documentation, measureable performance standards and candidate assessments.

The supervisor, with the oversight of the DSC, is also responsible for leading the designated training committee. Its primary mission is to train chaplain candidates to competently provide emotional, mental and spiritual logistical support in critical incidents. This includes the development of academic core values for both the Community and Law Enforcement Chaplain academies, curriculum and course outline review, program enhancements and documentation preservation in automated format. The DSC and supervisor are also responsible for chaplain academy certification and continued education training transcripts.

The supervisor serves as an on-call supervisor according to a monthly calendar schedule as described throughout this volunteer supervisor job description.

On Call Calendar - The 24/7 Field Services component of the chaplaincy is the daily nuts and bolts aspect of the chaplaincy operation shared by all three Volunteer Supervisors when on call. As such, a twenty-four-hour daily automated calendar is available to ensure that there are volunteer chaplains to cover dispatch duties, respond to law enforcement call-outs that may occur at any time of the day or night, special assignments and any LE ride-along that may have been scheduled.

Before assuming a twenty-four hour on-call assignment, a supervisor should check the on-line automated VIS to see how many chaplains have signed up for service. Vacancies or poor coverage is to be discussed with the assigned dispatcher and an attempt should be made to call chaplains who are not in a calendared out-of-pocket (OOP) status to sign themselves up for available service hours. This may also warrant calling the DSC to send out an all-call e-mail or text requesting volunteers.

In the absence of any available chaplain, the dispatcher or the supervisor may respond to an unattended call. This will require further coordination with the chaplaincy answering service so that incoming calls for service can be sent to whomever has assumed dispatch duties. A supervisor should avoid field assignments whenever possible unless the dispatcher is overwhelmed with calls, is physically unable to respond, or is dispatching from a remote location. However, there are exceptions to this rule. Certain high priority calls, as described on the next page under, Supervisor's On Call Checklist, will require the supervisor to respond into the field and to make notifications to the Senior Chaplains (Also see Dispatcher Checklist and Procedures).

Placer County Law Enforcement Chaplaincy
SUPERVISOR'S ON-CALL CHECK LIST

The following is a "Quick Check" list for chaplains assuming the supervisory on-call role. An average 24-hour day will not require all of these check points. However, this list is not all-inclusive and will require the supervisor to improvise as unique circumstances present themselves. Remember, communications are an important aspect of assuming the on-call supervisor role, therefore making a detailed appraisal of the situation and keeping the dispatcher and the senior chaplains informed is critical to a successful conclusion of the chaplaincy's response:

____ Check "Volglistic" Volunteer Information System (VIS) to determine if you are listed as the supervisor.

____ Make contact with the assigned dispatcher and determine if there are any special concerns or carry-over situations from the previous day that require attention.

____ If your name is not on the calendar, confirm with the listed dispatcher that you have assumed the on-call supervisor position and notify the answering service of the same.

____ Ensure that the answering service has your telephone number for texting the same calls for service that the dispatcher receives.

____ Assume dispatcher duties if no chaplain is available so that the dispatcher can respond to the call. Inform the answering service that a change has been made.

____ Confer with the dispatcher and determine if it is necessary for you to go out on an emergency call out (ECO). This should only be done if no chaplain is available and the dispatcher is unable to act as a responding chaplain.

____ Be prepared to respond to the scene in uniform (fully equipped) if any of the follow events occurs. You will act as the incident commander or lead chaplain, unless otherwise relieved:

- Officer Involved Shooting (OIS)
- Officer Injury or Officer Death
- Line of Duty Death (LODD)
- Any incident involving an active LE officer, i.e. death notification, hospitalization, and/or family injury
- Major incidents (plane crash, train derailment, homicide, etc.)
- Any incident where LE has set up a command post

____ When at the scene of any of the aforementioned events, contact the SC and DSC and provide an on-scene assessment of the situation. Determine the extent of personnel and materials that may be needed (food, water, shelter, response trailer, etc.)

____ In a major event assign an experienced chaplain as the event dispatcher who will assist you in coordinating communications and an on-going EOC activity log.

____ If the PCLEC is needed to assist agencies outside of Placer County, i.e. large-scale fires, accidents, mass casualties, etc., assign separate chaplains as incident commander (IC) and dispatcher. Continue to assist the assigned IC with identifying additional chaplain personnel who will be responding and any equipment or supplies that will be needed.