

ROLES & RESPONSIBILITIES – General Team Provided Services

ON-CALL COORDINATOR

1. Respond to MRCC page within 10 minutes of receiving it.
2. Contact the service requestor as soon as possible and get overview of the incidents, their needs and expectations. Guide the requestor on selecting a date and time for service leaving sufficient time to get a team together. Evenings and weekends are preferred for best Metro CISM Team availability.
3. Call the on-call MHP to advise them of the service request and verify what service is appropriate. Delay in reaching the MHP should not delay the Team page. The type of service can be altered with enough advanced notice.
4. Page the team. Receive responses on availability.
5. Call the on-call MHP to put the team together to best meet the needs of the service requestors.
6. Send out a page advising the service is filled, email the Confirmation-Protocol letter to the service requestor, to the selected team and advise them who is on the team. Also CC the on-call MHP for their reference as they will need it later.

*Detailed coordinator instructions are available in the coordinator's manual.

MENTAL HEALTH PROFESSIONAL - DURING THE SERVICE

1. The Mental Health Professional (MHP) is responsible for calling the service requestor before the service or the day of the service.
2. If there is a change in the service, the mental health professional, in consultation with the Team, can change the service. The MHP does not lead the service!
3. The MHP is responsible for convening the pre-service Team meeting and the post service team "debrief."
4. The MHP is responsible to bring all forms necessary for the service, i.e.: Exit Interview, Service Reports, Friends & Family, Critical Incident Information, etc.
5. The MHP is responsible for the teaching aspect of the service and for listening to "themes" in the service and not teaching a rote script.
6. The MHP is responsible for intervening to assist in "righting" group dynamics if they get off course.
7. The MHP is responsible for casually evaluating mental status of participants, directing peers to 1-to-1's if there is a concern about a participant's mental status. The MHP is to intervene in any crisis situation that might arise during a service.
8. The MHP is to call the on-call MHP to communicate how the service went, providing any information or concerns for the on-call MHP's awareness when they contact the service requestor for final follow-up.
9. The MHP is responsible to complete and send the *Service Report* and forward the *Exit Evaluations* to **7809 Southtown Center, #174, Bloomington MN 55431**. The Service Report may be faxed to 952-303-4060. All reports must be submitted to the Secretary as soon as possible after the event. The Secretary "closes" the service after receiving this data.

PEERS ROLE DURING THE SERVICE

1. Peer members are responsible for opening the service and leading the group through the steps of any given service.
2. Peer members are responsible for interacting with participants after the service, particularly if they want to discuss issues more in depth.
3. Peer members are a "culture broker" for the MHP, explaining procedures, jargon, and cultural attitudes of the responders. This is to be done after the service in the privacy of the post service "debrief."

MHP ON-CALL ROLE BEFORE AND AFTER THE SERVICE

1. Provide consultation with on-call coordinator to determine best service for requestor.
2. Consult with on-call coordinator to select volunteers for service considering needs of the requestor regarding: skill set of the responding volunteers, experience/gender balance best for requesting agency, consideration of sending newer members to shadow and receive experience.
3. Consult with the MHP who provided the service to learn any concerns, problems or additional needs of the service requestor.
4. Contact the service requestor about a week after the service to determine any successes, failures or additional needs of the requestor agency.

SOME THINGS TO REMEMBER

1. It is encouraged but not required that the Team members wear their CISM logo clothing to services.
2. It is required that team members wear their name identification badge.
3. Don't go to a service unless you can give it your full attention! Do not plan to leave immediately after. This gives the attendees the chance to approach you and talk more if they feel the need.
4. Please be sure to turn your radios and cell phone off during a service!
5. Avoid going to agencies where you have a personal relationship with any possible attendees.
6. Plan to arrive 30-40 minutes before the service. The pre-service meeting with the Team is very important to define who does will fill which role.
7. Plan to have a "debrief" of the Team after the service. This is not a tactical or critical review. Discuss examples that might help improve each other's skills. Let this "debrief" be a time where you share how you are feeling about how the service went. Don't let frustrations fester. Encourage each other.
8. Come to the next Team meeting to review the service and discuss successes and lessons learned.
9. Remember: this is an Art, not a Science. Do your best using what you have been taught. **What you do does make a difference for others.**

This information is for Team members only and should not be distributed.

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