



Hub Supervisor

I am responsible for:

- Overseeing everything happening in the Hub to ensure it runs smoothly, efficiently and meets its purpose
- Making sure that basic needs are addressed
- Ensuring that everyone volunteering to work in the Hub is cared for

Community Emergency Hub

Hub Supervisor

Responsibilities

- Oversee the running of the Hub
- Ensure everyone has what they need to do their job
- Organise regular team meetings (including at the start and end of shifts) and ensure that the Hub volunteers work as a team
- Keep records of all major decisions that are made (use a logbook)
- Work with any media that show up
- Ensure all volunteers have regular and adequate breaks and are fed and hydrated
- Create a roster for people working in the Hub (use the Roles Registration form)
- Close the Hub at the end of each day
- Close the Hub permanently when the community no longer has a need for it

Community Emergency Hub



Information Coordination

I am responsible for:

- Collecting, confirming, and sharing information
- Providing everyone with a clear picture of what is happening in the community and the wider area, so that the right help can be provided
- Using the information gathered to prioritise the Hub activities

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Information Coordination

Responsibilities

- Create and maintain the Situation Board and display maps with gathered information
- Determine information needs, what do you need to know?
- Organise the collection of information within the Hub
- Organise groups to go out to find further information in the community
- Keep the Hub team up to date with what is happening, especially the Hub Supervisor and Public Information person
- Create Hub Status Reports (SitReps) that can be relayed to official agencies

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Public Information

I am responsible for:

- Setting up noticeboards to display information to the community so people can make informed decisions
- Maintaining noticeboards with up to date information

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Public Information

Responsibilities

- Display important information and advice relevant to the community
- Work with the Information Coordination team to identify relevant information to display
- Maintain and update the board regularly
- Ensure all information on the board is easy to read
- Work with the media to share appropriate information with the community

Community Emergency Hub



Needs and Offers

I am responsible for:

- Linking people in need of assistance with other people who can offer help
- Updating the Needs and Offers boards to link up problems with solutions

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Needs and Offers

Responsibilities

- Address all life-threatening needs immediately (call 000)
- Set up display boards for Needs and Offers
- All Needs and Offers posted on the board need to have
 - Date and time
 - A clear description of what is needed
 - Name and contact details of the person or organisation posting the message
- Check the new offers or requests for assistance to see whether an existing need or offer matches
- Remove needs and offers when a match has been made

Community Emergency Hub



Community Space

I am responsible for:

- Creating a place where people can be around others for general support or company
- Creating a place where people can wait for help, information, or resources
- Creating a place where people can offer some assistance or wait to be given a task

Community Emergency Hub





Community Space

Responsibilities

- Set up the community space

- Help people find information or assistance within the Hub

- Assist distressed people but don't attempt to counsel them unless you are qualified

- Make tea & coffee and other refreshments if available

- Keep a record of any key actions or decision you or your team makes

Community Emergency Hub



Communications

I am responsible for:

- Receiving information over communication channels
- Sharing information

Community Emergency Hub

Communications

Responsibilities

- Set up a communications area
- Set up any available communication methods
e.g. phone, internet (Starlink), UHF radio
- If possible, contact official agencies and tell
them that the Hub is open
- Monitor communication channels, including
broadcast radio
- Keep a record of all incoming and outgoing
messages
- Pass on all information received to the
Information Coordination Team
- Maintain contact with any groups out gathering
information

Community Emergency Hub



Reception

I am responsible for:

- Creating a reception area at the front of the entrance to the Hub
- Providing a friendly welcome to visitors and directing them to relevant areas
- Making sure volunteers are identifiable by a lanyard, tabard, or name tag

Community Emergency Hub

Reception

Responsibilities

- Greet people as they enter the Hub and direct them to the area that can assist them
- Be calm, friendly, and welcoming as many people may be distressed, frustrated or angry
- Be honest if you don't know how to help them, try to connect them with someone that can help
- Try and keep the reception area clean and tidy
- Make sure signage is clear and visible
- Ensure Reception volunteers are clearly visible with lanyard, tabard, or name tag.

Community Emergency Hub



Facility Maintenance

I am responsible for:

- Ensuring the Hub is kept clean and tidy
- Ensuring the Hub is safe to work in
- Checking the Hub after any changes that might affect the building

Community Emergency Hub

Facility Maintenance

Responsibilities



- Clean up any hazards – rubbish, trip hazards, broken glass, debris, and general rubbish to avoid people being injured.
- Ensure appropriate Personal Protective Equipment is used to avoid injury
- Keep paths and walkways clear
- Help find resources to make the Hub run smoothly, such as chairs and tables
- Do a regular rubbish collection and make sure bins are easily accessible
- Set up a hygiene station for handwashing and sanitisation
- Make sure toilet facilities are available, clean and checked regularly
- Ensure tea, coffee and water is available for staff
- Make the Hub weatherproof where possible

Community Emergency Hub



Child Safety

I am responsible for:

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- Overseeing the hub from a ‘Child Safe’ perspective to ensure that children are kept safe
 - Ensuring basic proactive measures are taking place
 - Escalating incidents to relevant authorities

Community Emergency Hub



Child Safety

Responsibilities

- Every effort should be made for a person with a Working With Children's Check to fulfill this role
- Oversee the hub from a 'Child Safe' perspective
- Ensure that all volunteers are aware of their responsibilities to keep children safe
- Place signs at key locations around the hub so that attendees are aware that they are in a Child Safe space
- Record and report as appropriate, any questionable behaviours that may be putting children at risk
- Record and report unaccompanied children
- Connect with local police to make them aware of your role, and work with them to ensure children are as safe as possible in the Hub.

Community Emergency Hub



First Aid

I am responsible for:

- Establishing a comfortable and private area to administer First Aid
- Administering basic first aid where possible
- Locating people or items to assist with administering first aid

Community Emergency Hub

First Aid

Responsibilities

- Establishing a comfortable and private area to treat people
 - Find a spot that is quiet and out of the way
 - Preferably near running water
- Administering basic first aid where possible
 - Assist where you can, in serious situations always call 000
- Locating people or items to assist with administering first aid
 - In some situations you may need to find supplies to assist people, this could be from a local chemist, supermarket, or even someone's personal supplies
 - See if you can find any medical professionals that might be able to assist you.

Community Emergency Hub