Support Coordinator

The Support Coordinator ensures the overall operating ability of the OSOCC. Key responsibilities include establishing facilities, an Information Communications (ICT) platform and applicable OSOCC administrative processes.

**Responsibilities:**

* Support the day-to-day administration of the OSOCC including establishing internal procedures, maintaining financial records, staffing reception areas, developing a staffing roster, arranging translation support, arranging/managing translation services, organizing files and resources, and other support duties as determined by the OSOCC Manager.
* Ensure the OSOCC has the necessary logistical requirements for continued operation (e.g., adequate working space, accommodation, lighting).
* Oversee the development of an ICT plan for the OSOCC that will ensure the availability of appropriate technology to facilitate voice and data communication among the OSOCC system components and with the broader response community.
* Assist with the initiation, planning, facilitation and follow-up of meetings.
* Maintain regular communication with the International Humanitarian Partnership (IHP), the Asia-Pacific Humanitarian Partnership (APHP), the Americas Support Team (AST) and additional resources such as partner organizations to address any support requirements of the OSOCC.

**Reports to:**

OSOCC Manager

**Staffing:**

The role of Support Coordinator is usually performed by a member of a deployed support team (i.e., IHP, APHP, AST).

RDC Support Coordinator

The RDC Support Coordinator sets up and maintains the systems that support operations at the RDC. Working closely with RDC Management and RDC Operations, this position ensures the ability of the RDC to operate through provision of ICT and administrative/organizational processes.

**Responsibilities:**

* Set up processing stations including any required supplies and equipment.
* Establish and maintain ICT equipment to ensure communication and Internet connectivity.
* In collaboration with OSOCC Support and local authorities, ensure continual operation of the RDC facility including power supply, lighting, water, food and tents (if applicable).
* Establish and maintain an information board to present maps of the area, key locations, important info, etc.
* Establish a system for document filing and back up of electronic documents.
* Facilitate transportation of arriving relief teams to the OSOCC and/or assigned areas of operations.
* Contribute to the transition/demobilization of the RDC when appropriate.

**Reports to:**

RDC Manager

**Staffing:**

The role of the RDC Support Coordinator is usually performed a member of an UNDAC team, USAR team or FMT.