



**SOP# 305**  
**Lead Supervision Policy**  
**Effective: June 30, 2016**  
**Updated: N/A**  
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**Approved By:**  
  
**Chad Newland**  
**Regional Director**

## Lead Supervision

### Policy

There is to be a Dispatch Lead on duty/ immediately available to dispatch staff in the absence of Communication Supervisor.

### Purpose

Leads are an extension of leadership beyond management. It is necessary for proper leadership staff be in place to ensure appropriate mitigation of emergency incidents and uphold policy, procedure, and constancy of service to crews and citizens of Contra Costa County.

### Procedure/ Expectation

1. Lead Obligations
  - a. Lead is required to complete a Passdown report at the end of each shift.
    - i. Passdown report shall be complete and concise.
      1. N/A will be used for sections of the Passdown report with no applicable occurrences
      2. Completed Passdown reports will be sent to the Dispatcher Supervisor Operations Manager and Deputy Operations Manager daily
  - b. Lead will collect completed Dispatch Daily Hour Sheets from each dispatcher and email to Dispatch Supervisor, Operations Manager and Data Analyst.
  - c. Lead is responsible for communicating the expectations from management to fellow dispatchers.
  - d. Leads are responsible for communicating the feedback from dispatch staff back up the chain of command to be addressed accordingly.
  - e. Lead will ensure daily radio check on XCC EMS1
    - i. Lead will report any system issues to Divisional EMS Supervisor and dispatch Supervisor immediately
  - f. Lead will report any damage or malfunctioning equipment to management
  - g. Leads are required to attend all assigned Leadership meetings
  - h. Lead responsibility to Staffing
    - i. Lead to page out shift IF there is a call off. Mandation pay must be paged out by an exempt employee.



- ii. Leads may request that a dispatcher holdover in the event of a shift vacancy. If mandatory holdover is required, the Lead must contact either the Dispatch Supervisor or one of the on-duty Supervisors to accomplish this task