

PDA NRT Team Lead Manual

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Introduction

The purpose of this document is to serve as a guide for the Team Lead before, during and post deployment.

The Team Lead is to be a “servant leader” as well as a trainer, helping the deployed team facilitate the most effective response to a situation. This requires good communication, leadership skills, flexibility and the ability to have a plan of action. There are different Team Leader tasks that may need to be completed based upon the type of deployment (e.g. early response, hospitality, long-term recovery, human caused disaster, church fire, etc.) It is important that the team lead be clear on who is responsible for what tasks and how they will be integrated in the deployment.

During a deployment the Team Lead will want to describe the daily plan for the deployment and clearly communicate these to the team. The Team Lead will work with the team to see that plans are developed for the work to be accomplished, and plan together an exit strategy. This strategy will possibly include guidance for the presbytery/community as it addresses its response, and working with PDA staff on issues that may have emerged during the deployment that need follow-up. Remember to be flexible; plans may need to change several times during a single deployment.

Team Leads are encouraged to have as the team’s top priority an awareness of the importance of a "ministry of presence", assumed by all team members. What follows is an outline of the work that needs to be done before, during and after a deployment by the Team Leader and the team. Remember, PDA serves Christ and supports the presbytery.

Before the Call

When you receive a call from the Associate for National Response (Associate) asking you to deploy to a disaster impacted area, adrenaline kicks in and thought process can become discombobulated. To ensure you will not leave things undone or leave important items at home you should be prepared for a deployment and have a plan.

- Make a departure list including:
 - Errands / chores that need to be completed
 - People you need to advise of your travel
 - Appointments you need to change
 - Other commitments (work, church, etc.)
- Create a “go bag” list (See the sample list on the NRT Quiet Page, under “NRT Deployment Tools”).
- Be familiar with all the resources on the NRT/NVT and on the Mid Council Quiet Pages.

Initial Call from Associate

- Get information about the deployment
 - Nature and location of disaster
 - Presbytery involved
 - Expected dates of deployment
- If needed, take an hour or so to determine if you are able to deploy.
- If you decide to deploy and you agree to be Team Lead, get more information
 - Executive's name, contact information and cell #
 - Anyone else who needs to be contacted
 - What did the Executive say to Associate?
 - Are you expected to call the Executive back?
 - Any back-stories or previous experience
 - Previous Field Reports if applicable
 - Team composition, suggested skills, member(s)
 - Authority to make travel arrangements
- In most cases the Team Lead will contact other team members whose names were suggested by the Associate, to see if they are available.
- Whenever possible, time the deployment so the team can worship at local churches.

Pre-Deployment

After call from the Associate to request your leadership but prior to deployment:

- Remember that communication between team members is key to a successful deployment.
- Using the departure list mentioned above:
 - Notify your work, loved ones and others that you will be out of town.
 - Check your calendar for appointments that need to be changed
 - Remind other team members to do the same
- Unless otherwise directed by the Associate, call the Exec/General Presbyter. Even if phone accessibility is questionable, leave a message on cell phone and at office
- The presbytery is not responsible for taking care of, or hosting, the team. Please ensure the Executive knows this. The NRT is not to create an added burden to the already stressful situation.
- If you call the Executive some things you may discuss are:
 - How are you / your family?

- Nature of disaster?
 - Location of impacted areas / churches
 - Has the Executive had any contact with impacted churches?
 - The purpose of the team (size, skills, dates of deployments, etc.)
 - Set up a meeting if the Executive wishes
 - The Executive may have suggestions for good hotels
 - If you don't already have it, get the Executive's cell #
 - Give your contact information
- Be clear on travel logistics. If flying, Team Leader should make their travel plans first and share itinerary with others so they can plan their arrivals/departures to/from the same airport and around the same time.
 - When possible secure a round trip ticket. This is often the most economical way to travel. One-way flights may be best if the team has no firm return date or location. Discuss this with the Associate if you have questions.
 - Avoid using hotel/travel sites such as Expedia, etc. These sites require pre-payment and are usually non-refundable if plans change.
 - Share travel itineraries, etc. with all team members
 - Program each team member's cell number into each member's phone before you travel. This saves "look up" time and will show their name when you receive a call.
 - Download any information you may need from the NRT Quiet Page onto a memory stick.
 - Decide where and when to meet
 - If travel dates change, please notify the Associate
 - The Team Lead determines the need for cars and hotel rooms
 - Team Lead may want to ask one of the team to handle logistics (reserving car, hotel rooms, etc.)
 - Determine who brings needed electronics (laptop, GPS, projector, etc.)
 - The Team Lead may want to ask a team member to write a short story about this deployment
- Research via online search engine to learn as much as possible about the disaster before departure and program GPS to church / meeting locations, etc.
- Gather, or ask a team member to gather, information before travel, if possible. Sometimes a list of contacts can be gathered before traveling. Some suggestions:
 - NRT Quiet Page. This page has many tools and helpful resources

- Presbytery website (staff, office location, current activities & church locations)
 - Many local TV stations and newspapers are online
 - Geography – A map of the area is sometimes helpful
 - Know the names and relative locations of affected counties
 - Check for FEMA declarations
 - Check to see if there is a state or local VOAD
- Pre-deployment research should provide information on any cultural difference that the team may run into during the deployment. Be prepared to respect other cultures.
 - Share all information that has been gathered with all team members.
 - If this is not a first deployment, check with PDA staff and ask for copies of earlier field reports. These may prove to be helpful and prevent duplication of efforts.
 - Try to find the name of the appropriate FEMA VAL, Emergency Manager, local VOAD chair and other partners in the area. Anything you can do before you go facilitates effectiveness and efficiency of days in the field and frees the minds and time for presence.
 - Be sure you have PDA resources that might be needed--Light Our Way, Emotional and Spiritual Care handouts on common symptoms of stress post disaster, basic info about long-term recovery. These resources and others can be found on the NRT Quiet Page. There is a section entitled NRT Tools that will be helpful.
 - Once the team is formed, the location is determined and the travel dates are decided, let the Associate know so a deployment email can be sent.

During Deployment

- Primary goals are ministry of presence and connecting Presbyterians to relief and recovery organizations.
- Participating in worship in presbytery churches, if invited, is also a high priority. Delegate assignments for minute-for-missions and contact pastors before a Sunday visit. There is a guide for MfMs in NRT Deployment Tools.
- Remember that communication between team members is key to a successful deployment.
- Every deployment should have goals and objectives. It is important to review calendars and exit plans to determine how the team will be best utilized during the deployment. Remember – Stay Flexible!
- The Team Lead is responsible for logistics during the deployment. If an extra vehicle is needed or if the team needs to move to another hotel or leave for home later or earlier,

the Team Lead makes these decisions. Changes in travel that create extra expense should be reported in advance to the Associate.

- Provide planning times with team members. Usually a breakfast meeting before leaving the hotel will suffice.
- Share with fellow team members your plans for self care during deployment and remind them of the importance of their own self-care. If a deployment lasts for more than 5 days, the team should take at least ½ day off for personal time.
- Explain the importance of the Care Buddy system.
- Keep team informed of what you are thinking/planning.
- Deployments are the best training for newer members. Take time to carefully explain what the team is doing and why.
- If possible, request a copy of a presbytery directory.
- Be clear on how you will deal with the media (best to ask Associate first).
- Field Reports are an important part of deployments. The team should work on the report each day. Each day should be posted on the same report. Show the day and date and use a different colored text for each day. File your reports in a timely way – first report is due within 48 hours of arrival. The Field Report Template is on the NRT Quiet Page in NRT Deployment Tools.
- Each person has a different personality. Some are extroverts while others are introverts. The Team Lead needs to recognize the traits and ensure the introverts are given some “me” time and that the extroverts do not dominate conversations.
- Team behavior in the field is the responsibility of each team member. The Team Lead should set a good example. Inappropriate behavior (excessive drinking, harassment, intolerance, etc.) is **NOT** tolerated.
- If conflict arises during the deployment, have a plan as a team on how you will process it effectively. The Team Leader is the front line when it comes to team leadership. Openly discuss ways to improve. The Team Lead should report unresolved issues or concerns about a team member to the Associate.
- Plan to have a daily period of team reflection or evaluation to ensure full participation and effectiveness on the part of all members. An end of the day debriefing and prayer is recommended.
- Stay out of the pulpit, except for giving a minute for mission. It is a pastor’s job to lead her/his congregation through difficult times.
- Develop a follow-up plan of action with fellow team members.

Post-Deployment

- Communication between team members is key to a successful deployment.

- Complete and file the final Field Report
 - Show “Final” in the name of the file
 - Final report should include each day’s entries
 - Attach 3 – 5 pictures if available
 - Edit to ensure the contents are suitable for sharing with others
 - Include concerns about people who may need after care (pastors, presbytery leaders/staff & other responders)
- Confidential or sensitive information should be shared with the Associate, by phone or separate email.
- Follow-up - One of the main responsibilities of the Team Lead is follow-up with the people the team visited.
 - Ensure the Associate is kept updated
 - Follow-up visits may be needed for:
 - ESC workshops
 - Host site assessments
 - LTR Orientation (formerly Recovery Tools & Training)
 - Other needs

Links:

NRT Quiet Page:

<http://pda.pcusa.org/page/nrt-epda/>

Mid Council Quiet Page

<http://pda.pcusa.org/page/midcouncil-epda/>

Mid Council Info (including maps):

<http://oga.pcusa.org/section/mid-council-ministries/mid-councils/links/>

NRT/NVT Availability:

https://docs.google.com/spreadsheets/d/1bOwOXogEFJN9aJx-7zNaVdaIJSS_S84SHDATHY8jxJ8/edit#gid=0

PDA Website:

<http://pda.pcusa.org>

PDA’s Vimeo Page:

<https://vimeo.com/user6857107>

