

# MCM Coordinator

## Common Responsibilities and Associated Skills

### Introduction

The Division of State and Local Readiness (DSLRL) Training Team identified a set of six Medical Countermeasure (MCM) Coordinator common responsibilities and associated skills to aid in assessing the training needs of MCM Coordinators across the country. These responsibilities and skills were developed with input from Centers for Disease Control and Prevention (CDC) MCM subject matter experts, the National Association of County and City Health Officials (NACCHO), and the Association of State and Territorial Health Officials (ASTHO). Each of the six common responsibilities is generally defined and includes six to nine associated skills that more specifically illustrate skills used for each responsibility.

### 1) Emergency Response Communication and Information Management

Identifying information and communication needs before, during, and after an emergency.

#### Associated Skills:

- Analyzing written resources including technical materials, rules, regulations, instructions, reports, charts, graphs, or tables, and applying what is learned to develop program plans and public messaging
- Writing materials that organize, compose, and present technical information in a clear and organized manner for intended audiences
- Adhering to internal and external emergency response communication plans
- Reporting potentially relevant incident information through the appropriate chain of command
- Applying principles of crisis and risk communication to manage information related to an emergency
- Identifying the systems and resources needed to maintain consistent interagency communications during an emergency
- Managing multiple emergency communications systems used to communicate with health department staff and Medical Reserve Corps volunteers during emergencies
- Coordinating regular drills to evaluate efficiency of alerting communications systems

### 2) Incident Management

Applying knowledge of the strategies, tactics, technologies, principles, and processes needed to analyze, prioritize, and manage incidents.

#### Associated Skills:

- Understanding how federal, state, local, and tribal response partners interact during an emergency response
- Adhering to standardized national processes for organizing functions in an emergency response
- Developing and following jurisdictional plans that are based on the National Response Framework (NRF) and National Incident Management System (NIMS)
- Acting within the scope of a jurisdiction's legal authority
- Providing written and oral communication on training, guidance, and operational objectives to direct staff and volunteers
- Responding rapidly to changing circumstances by adapting strategies based on changing demands
- Identifying systems and procedures for tracking response progress and maintaining situational awareness over the course of a response
- Maintaining 24/7 response capacity at all times



### 3) Leveraging Partnerships

Establishing and leveraging a network of internal and external partners in order to achieve a common goal.

#### Associated Skills:

- Building relationships within and outside of the organization (public and private) including people from varied backgrounds, jurisdictions, and disciplines
- Leveraging expertise and contacts to gain knowledge, solve problems, and plan for, respond to, and recover from public health emergencies
- Eliciting and maintaining partner collaboration to accomplish objectives
- Communicating regularly with partners both orally and in writing to:
  - Ensure partnership engagement
  - Review emergency response plans, roles, and functions
- Applying the organizational structure, leadership, and authority to achieve objectives
- Documenting the role of partners in response plans and determining partners' capacity and capability to assist
- Serving as liaison and coordinator with other support agencies/partners for resources needed during a public health emergency response, such as contractors and emergency supplies

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### 4) Program Evaluation and Technical Assistance

Expanding program capabilities through exercise, evaluation, and improvement planning and tracking. Providing technical assistance and serving as an authoritative source on job related skills and information.

#### Associated Skills:

- Analyzing data and evaluation results to determine the effectiveness of programs
- Using planning and operational elements of the MCM Operational Readiness Review (ORR) to evaluate and measure progress toward implementation status goals
- Evaluating exercises and responses to identify capability gaps, conduct improvement planning, and follow up on necessary changes, using a Homeland Security Exercise and Evaluation (HSEEP)-based system
- Assessing training needs and opportunities, and coordinating the delivery of these trainings to staff, volunteers, and other partners
- Facilitating learning through formal and informal training methods
- Developing a multi-year training and exercise plan that is reflective of the most recent jurisdictional risk assessment, recent exercise findings, and other specific local, state, and federal requirements and priorities

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### 5) Program Planning and Operations

Formulating objectives and identifying priorities for MCM programs to inform the planning process and ensure operational readiness.

#### Associated Skills:

- Applying knowledge of program management policies and public health preparedness concepts to develop strategies to implement program initiatives
- Developing program plans targeting general or specific audiences with input from internal and external partners
- Analyzing policy, including legislation, regulations, procedures, and administrative actions, to support decision making and recommendations

- Ensuring the Receiving, Staging, and Storing (RSS) sites are properly staffed and can rapidly and efficiently receive and distribute MCM to PODs, treatment centers, and other locations during an emergency
- Providing guidance for and developing point of dispensing (POD) operations plans that identify staffing requirements and desired throughput to dispense medication to the affected population during incidents
- Maintaining an inventory management system and ensuring health department emergency response vehicles, equipment, and supplies are operationally ready for a public health emergency response
- Developing and maintaining a resource management system for training, rostering, and tracking tactical and non-tactical resources when activated for an incident response
- Making recommendations on financial, technical, and staffing resources based on Public Health Emergency Preparedness (PHEP) cooperative agreement requirements
- Analyzing program management policies to support policy development for improving program operations

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## 6) Grants Management and Administration

Ensuring MCM-related activities are conducted and reported appropriately.

### Associated Skills:

- Coordinating emergency preparedness related grant activities, including grant opportunity identification, preparation, submission, oversight, reporting, and spend-down activities
- Assessing and interpreting grant guidelines to ensure all proposed grant expenditures meet the requirements for federal, state, and local grants
- Seeking and writing service provider solicitations (e.g., requests for proposals (RFPs) and requests for information (RFIs))
- Advising on selection of vendors/contractors and monitoring contracts to ensure compliance
- Performing budget preparations, justifications, and submissions
- Conducting budget projections, reviews, and reconciliations



Questions?  
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