Group / Activity / Position Definitions

Operations Management (OM)		Site Director (SD)		Multi-Site Director (MD)		Assistant Director (AD)		Director (DIR)
Individual Client Services (CLS)	Mass Care (MC) CH	External Relations (ER)	Information & Planning (IP) CH		Logistics (LOG) CH	Staff Services (SS) CH		Disaster Services Technology (DST) CH
Client Casework (CC) *	Sheltering (SH)	Government Operations (LG) CH	Disaster Assessment (DA)		Facilities (FAC)	Local Community Volunteers (LCV)		Computer Operations (RCO)
Recovery Planning & Assistance (RPA) *	Feeding (FF)	Community Partnerships (CPS) CH	Information Dissemination (ID)		In-Kind Donations (IKD)	Staff Planning & Support (SPS)		Communications (RCM)
Disaster Health Services (HS) CH	Bulk Distribution (BD)	Public Affairs (PA) CH	Financial & Statistical Information (FSI)		Warehousing (WHS)	Staff Relations (SR)		Networking (RNT)
Disaster Mental Health (DMH) CH	Safe & Well Linking (SWL)	Fund Raising (FR) CH	Finance (FIN)		Transportation (TRA)	Staff Wellness (SW)		Customer Service (RCS)
* There is one chief position which oversees these two activities, CC/RPA Chief					Life Safety & Asset Protection (LSAP)	Training (TR)		
					Procurement (PRO)			
					Supply (SUP)			

Positions				
Service Associate (SA)	Supervisor (SV)	Manager (MN)	Chief (CH)	July 2010

Definitions

Operations Management Responsible for providing operational oversight and direction to the disaster relief operation.

Individual Client Services Provides for clients using a casework process which may include financial assistance, and counseling, health-related, and reunification services.

Client Casework Evaluate needs, provide services and maintain records for clients

Recovery Planning & Assistance When client recovery needs are not met through personal, community and government resources, ARC will work to address remaining needs.

Disaster Health Services Assistance to meet disaster caused emergency health needs such as medications, medical equipment, treatment, and health recovery information.

Disaster Mental Health Provides crisis interventions, mental health screening and assessment, emotional care and support, psychosocial education and mobilization.

Mass Care Provides activities and services on a congregate basis to the community as a whole, such as sheltering, feeding, bulk distribution.

Sheltering Provide congregate care for people displaced due to disaster.

Feeding Provide snacks, meals, drinks and water using ERVs or other vehicles on routes within the impacted area or at a fixed location such as community center.

Bulk Distribution Provide more than one item to more than one individual at one time. Traditionally this has been clean up items, flashlights, food coolers, gloves, etc.

Safe & Well Linking Facilitates notification from "inside" and "outside" disaster-affected areas, helping clients initiate timely contact with family members and loved ones.

External Relations Coordination of the services, and necessary liaison activities with, government and private agencies.

Government Operations Coordinate services with local, state, federal, and Tribal government partners, as well as internal ARC partners, for the benefit of disaster victims.

Community Partnerships Ensures interests, needs, concerns, and resources of individuals and organizations representing a broad array of groups are represented on a disaster.

Public Affairs Write press releases, take photographs, represent in the JIC/JOC, coordinate VIP visits, produce internal communications such as newsletters.

Fund Raising Develop a Disaster Fund Raising strategy appropriate for the event, implementation of the Disaster Fund Raising plan.

Information & Planning Assessment and operational data required for effective management, including information about the scope of the disaster.

Disaster Assessment Gather, analyze, interpret, and distribute accurate and timely information about the extent of damage, overall impact,and scope of the incident.

Information Dissemination Captures data and information from a multitude of sources to analyze, synthesize, organize into logical formats, and disseminate reports internally.

Financial & Statistical Information Obtain accurate, timely and consistent statistical and financial information.

Finance Ensures the established control structure for relief operations is operating effectively to reduce financial risk during a DRO.

Logistics Support activities and services necessary to conduct a disaster relief operation, including the securing of facilities, supplies and equipment.

Facilities Manage the facilities and systems required to support the DRO. Look after and keep in good condition all appropriate resources.

In-Kind Donations Fundraise for in-kind materials and supplies required for DRO.

Warehousing Manage the inventory of materials and supplies required for the DRO. Distribute, transport and/or install, as appropriate, materials and supplies.

Transportation Look after and keep in good condition all appropriate resources, including, but not limited to, rental and national vehicles, wheeled storage and refrigerated units.

Life Safety & Asset Protection Provide environment that is as safe and secure as is reasonably possible.

Procurement Procure and/or replenish purchased or in-kind materials and supplies required for DRO.

Supply Provides disaster response activities with a conduit for gathering and disbursing supplies into disaster relief operations.

Staff Services Activities and services necessary to ensure the ability of Red Cross staff, including spontaneous volunteers, to meet the needs of the people and communities.

Local Community Volunteers Responsible for the recruitment, placement, training, processing, assigning and recognition for all volunteers from within the affected area.

Staff Planning & Support Staff Support: in/out-processing, lodging, travel, and funding. Responsible for coordinating staffing needs with other activities.

Staff Relations Provide HR management services, as appropriate.

Staff Wellness Ensure a healthy workforce by providing physical and mental health services. Determine appropriate staff assignments according to current health status.

Training Provide consultation, tools and training to support the other activities and the field in service delivery.

Disaster Services Technology

Computer Operations Handles all desk equipment (phones, computers, etc) from arrival to setup at DRO.

Communications Handles all two-way radio and traditional phone service on DRO.

Networking Handles connectivity between DRO locations and NHQ.

Customer Service Supports end-users and issues equipment (including cell phones) to workers.