



VOLUNTEER POSITION DESCRIPTION TEMPLATE

Position Title	Regional Duty Officer	
Location	Texas Gulf Coast Region	
Region/SAF Unit	Texas Gulf Coast Region	
FOCIS Category	Disaster Services	
Volunteer Availability (check all that apply for position)		
<input type="checkbox"/> Volunteer in the office	<input type="checkbox"/> Volunteer from home	
<input type="checkbox"/> During business hours (daytime, M-F)	<input type="checkbox"/> On weekends and/or evenings	
	<input type="checkbox"/> Flexible	
<input type="checkbox"/> Only during a large disaster response	<input type="checkbox"/> Project-Based	
<input type="checkbox"/> Respond to disasters that happen every day (these shifts are typically all night and/or all weekend)		
Volunteer Interests (check all that apply for this position)		
<input type="checkbox"/> Respond to disasters	<input type="checkbox"/> Interact directly with clients	<input type="checkbox"/> Work independently
<input type="checkbox"/> Teach & train others	<input type="checkbox"/> Prepare community	<input type="checkbox"/> Work with a team
<input type="checkbox"/> Support the military	<input type="checkbox"/> Work with technology	<input type="checkbox"/> Lead a team
<input type="checkbox"/> Work with logistics	<input type="checkbox"/> Help with special events	<input type="checkbox"/> Interact with the media
<input type="checkbox"/> Be out in the community	<input type="checkbox"/> Work with government partners	<input type="checkbox"/> Apply a specialized skill
<input type="checkbox"/> Offer administrative support	<input type="checkbox"/> Work with numbers/data	<input type="checkbox"/> Place/manage volunteers
<input type="checkbox"/> Fundraising		
Volunteer Benefits (check all that apply for this position)		
<input type="checkbox"/> Meet new people	<input type="checkbox"/> Give back to others	
<input type="checkbox"/> Build resume	<input type="checkbox"/> Have fun	
<input type="checkbox"/> Learn new skills	<input type="checkbox"/> Explore a career	
<input type="checkbox"/> Gain leadership experience	<input type="checkbox"/> Get to know the community	



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Purpose	Coordinate and triage all incoming disaster response calls for the Texas Gulf Coast Region.
Key Responsibilities	<ul style="list-style-type: none"> Sign up for 12 hour shifts Receive all disaster calls for the Texas Gulf Coast Region's 51 county jurisdiction Triage disaster calls and dispatch to appropriate territory dispatcher Provide guidance and support to on scene disaster action teams Create client case record in CAS 2.0 Activate Client Assistance Cards with appropriate amount Compile and distribute morning report All other duties as assigned
Relationships	DPM's, DAT's, RDO and Duty Officers
Qualifications	<ul style="list-style-type: none"> • Ability to communicate effectively both verbally and in writing • Ability to manage multiple priorities and tasks simultaneously • Ability to communicate with clients in a sympathetic and caring manner • Ability to promote, develop, and maintain productive and amicable working relationships with diverse individuals and groups • Must be flexible in various situations and work settings • Proficiency in using computers
Training	<ul style="list-style-type: none"> • Required - New Volunteer Orientation • Required - Disaster Services: An Overview • Required - CAS 2.0 An Introduction • Required - CAS 2.0 Creating and Editing Cases • Required - CAS 2.0 Issuing Assistance • Required - Disaster Assessment Fundamentals • Required - Recovery: An Overview • Required - Casework and Recovery Planning Fundamentals • Required - Volunteer Connection: Managing volunteers profiles • Recommended - Disaster Action Team Fundamentals • Recommended - Psychological First Aid
Appointed by	RDO
Reports to or Partners with	RDO
Length of Appointment	Based on availability
Time Commitment	4 shift/month minimum
Development Opportunities	•

I understand the responsibilities and qualifications of this position, and agree to fulfill them to the best of my ability.



**American
Red Cross**

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Print Name

Signature

Date

Revised date _____