

## **DSHR System Group and Activity Descriptions**

### **Operations Management (OM)**

Operations Management is responsible for providing operational oversight and direction to the disaster relief operation. Establishes and administers the disaster relief operation within existing regulations and procedures.

#### **Site Director (SD)**

Site directors are approved by chapter management and have demonstrated competencies to lead the response to chapter disasters. Chapter disasters affect one or more families and are contained entirely within a single chapter's jurisdiction. Chapter disasters are generally Level I and small Level II relief operations, costing up to \$10,000. The majority of chapter disasters are recurrent incidents and can be financed solely from chapter assets.

#### **Multi-Site Director (MD)**

Multi-site directors are approved by national headquarters. Multi-site directors have the expertise to lead the response to multi-chapter disasters exceeding the resources of the chapter in whose jurisdiction the disaster occurred. Multi-site disasters affect multiple families, occur within the jurisdiction of more than one Red Cross chapter or one or more states, require the focused commitment of human and material resources from the affected chapters and/or require support and assistance from national headquarters. Disasters of this type were previously called state disasters and are generally Level II and Level III disasters, costing less than \$250,000.

#### **Assistant Director (AD)**

Assistant Directors are approved by national headquarters. They assist the director of the relief operation to coordinate the organization and administration of the disaster relief operation. They assist in the provision of leadership and technical support to assigned staff. Assistant Directors may also be called upon to be director of medium to large relief operations.

#### **Director (DIR)**

Directors are approved by national headquarters and have the expertise to lead large relief operations. National disasters exceed the capabilities of the involved service area to respond or involve a Red Cross response in partnership with one or more federal agencies. The partnership responses include, but are not limited to: aviation disaster; National Response Plan disaster; catastrophic disaster and an incident of national consequence.

### **Individual Client Services (CLS)**

Services provided on an individual basis to victims of disasters through a casework process. These activities and services may include direct financial assistance for replacement of essential items, counseling services and health-related services.

#### **Client Casework (CC)**

Evaluates needs, provides services and maintains records for clients. It provides direct assistance to individuals affected by man-made or natural disasters, ranging from single-family home incidents to larger events such as tornadoes, floods, hurricanes, and catastrophic incidents. Assistance can be issued in two forms: hard assistance and soft assistance. Examples of soft assistance include listening, providing information, advocacy, counseling

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and referral. Hard assistance includes mass sheltering, feeding and the bulk distribution of personal care items and cleaning materials, as well as emergency financial assistance to all clients in order for them to be able to purchase items that are needed immediately in order to begin their recovery.

### **Recovery Planning & Assistance (RPA)**

When recovering from the effects of a disaster, individuals and families are expected to use all available personal, community and government resources. When recovery needs are not met through these resources, the American Red Cross will work inclusively with External Relations to address clients' remaining needs.

### **Disaster Health Services (HS)**

Provides health-related services and secures resources to meet the health needs of people affected by disaster. It provides emergency and preventive health services to disaster victims and to Red Cross Disaster Services staff assigned to provide disaster relief services. The role of Disaster Health Services is to provide support to persons who have disaster-related or disaster-aggravated health needs; help clients find resources to meet health-related financial obligations and provide Red Cross financial assistance to clients for medical expenses, as necessary. All Disaster Health Services personnel must have a current license or certificate in their field.

### **Disaster Mental Health (DMH)**

Provides crisis interventions, mental health screening and assessment, emotional care and support, referrals, advocacy, mediation, consultation, psychosocial education and mobilization and psychological triage. On critical incidents spiritual care and child care will provide services as a component of disaster mental health.

### **Mass Care (MC)**

Provides activities and services on a congregate basis to the community as a whole. These include sheltering, feeding, bulk distribution of items, reunification services, information about the availability of these services, as well as recovery information.

### **Sheltering (SH)**

Provides congregate care for people displaced as a result of a disaster.

### **Feeding (FF)**

Provides meals, snacks, beverages and water through fixed Red Cross service delivery locations and mobile delivery using emergency response vehicles (ERVs) or other vehicles on routes within the impacted area.

### **Bulk Distribution (BD)**

Provides relief, clean-up and salvage supplies to those affected by a disaster. Provides more than one item to more than one individual at one time. Traditionally this has been clean up items such as flashlights, food coolers, gloves and protective masks.

### **Safe & Well Linking (SWL)**

Facilitates notification from "inside" to "outside" disaster-affected areas. Performs searches for people with serious, pre-existing health or mental health conditions in a disaster area.

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### **External Relations (ER)**

Coordinates services and necessary liaison activities with local, state, federal and Tribal government partners, non-government partners, private agencies and/or organizations and members of the affected communities for the benefit of disaster victims.

### **Government Operations (LG)**

Coordinates services and necessary liaison activities with local, state, federal, and Tribal government partners, members, and representatives of the affected communities as well as internal American Red Cross partners for the benefit of those suffering from disasters.

### **Community Partnerships (CPS)**

Establishes relationships with community leaders and organizations in disaster response activities for the purposes of building response capacity, coordinating response activities, integrating expertise in serving diverse communities, and providing channels to reach traditionally underserved communities. CPS liaisons work to coordinate with community response and recovery organizations through local collaborative groups such as VOAD; engage the labor and business communities; and work to ensure people with disabilities, racial and ethnic minorities, various religious groups, immigrants, people with limited English proficiency (LEP), seniors, children, the LGBT community, lower income families and pet owners are all receiving equitable and appropriate services from the American Red Cross. Effective, cooperative and collaborative working relationships with community and national partners are a critical component of a successful relief operation.

### **Public Affairs (PA)**

Serves as a knowledgeable Red Cross point of contact and public information liaison to local, state and federal agencies involved in providing disaster relief services. Identifies the best methods of targeting messages regarding the Red Cross response, relief and recovery efforts to appropriate media and/or other outlets to reach all disaster victims. Uses all forms of media (print, broadcast and electronic) in order to help the Red Cross to disseminate disaster response, relief and recovery information to all populations affected by the disaster. Provides technical guidance for proper identification of all Red Cross service delivery and administrative sites. Writes press releases, takes photographs, represents the Red Cross in the JIC/JOC, coordinates VIP visits, produces internal communications such as newsletters, media relations, media management, community outreach and town meeting representation.

### **Fund Raising (FR)**

Develops a Disaster Fund Raising strategy appropriate for the event. Implements the Disaster Fund Raising plan, donor acknowledgment and recognition and reporting. Attends board meetings, solicits donations, manages fund raising leadership volunteers, arranges check presentations and recognition opportunities, coordinates Fund Raising messaging with Public Affairs.

### **Information & Planning (IP)**

Gathers assessment and operational data required for effective management of the response, including information about the scope of the disaster and the effectiveness of the response. This information will support reports to donors about the effective use of the resources that they have provided to the organization.

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### **Disaster Assessment (DA)**

Gathers, analyzes, interprets, and distributes accurate and timely information about the extent of damage, overall impact, scope of the incident, weather conditions and demographics of a disaster-affected community, as well as providing mapping support.

### **Information Dissemination (ID)**

Captures data and information from a multitude of sources in order to analyze, synthesize and organize it into logical formats. Disseminates reports with a variety of internal audiences and ensures that operational communications are received.

### **Financial & Statistical Information (FSI)**

Obtains accurate, timely and consistent statistical information regarding service delivery, human and material resources and financial commitments.

### **Finance (FIN)**

Ensures the established control structure for relief operations is operating effectively to reduce financial risk during a disaster relief operation. Collaborates, evaluates, adapts and develops controls as needed during a relief operation.

### **Logistics (LOG)**

Supports activities and services necessary to conduct a disaster relief operation, including the securing of facilities, supplies and equipment required for an effective response.

### **Facilities (FAC)**

Identifies and/or interprets requirements for all types of facilities and acquire services, materials and supplies that are needed for the operation of these facilities during a disaster relief operation. Manages the facilities and systems required to support the disaster relief operation. Looks after and keeps in good condition all appropriate resources.

### **In-Kind Donations (IKD)**

Fundraises for in-kind materials and supplies required for disaster relief operation.

### **Warehousing (WHS)**

Manages the inventory of materials required for the disaster relief operation. Distributes, transports and/or installs, as appropriate, materials required for the disaster relief operation. Gathers or retrieves remaining materials from the relief operation. Returns, as appropriate, materials from the operation.

### **Transportation (TRA)**

Looks after and keeps in good condition all appropriate resources, including, but not limited to, rental and national vehicles, wheeled storage and refrigerated units. Manages services as required, e.g. shuttle services, mail system, courier.

### **Life Safety & Asset Protection (LSAP)**

Provides an environment that is as safe and secure as is reasonably possible.

### **Procurement (PRO)**

Procures and/or replenishes supplies through donations, loans, rentals and/or purchases, as required for disaster relief operation activities. Acquires services as required for the disaster

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relief operation. Gathers or retrieves remaining materials and supplies, and returns, as appropriate, materials and supplies from the relief operation.

### **Supply (SUP)**

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

### **Staff Services (SS)**

Provides services necessary to ensure the ability of Red Cross staff, including spontaneous volunteers, to meet the needs of the people and communities affected by the disaster. These activities and services include travel, housing, physical and mental health care, training, job placement, staff relations, performance management and personnel/performance counseling, as well as staff safety and security measures.

#### **Local Community Volunteers (LCV)**

Determines and acquires local staff needed to carry out all facets of the relief operation. Recruits and promotes the use of local resources to fill open positions. Strives for local human resources to represent at least 75% of all staff assigned to a disaster relief operation.

#### **Staff Planning & Support (SPS)**

Provides services to staff members; including: lodging, travel arrangements, financial etc. Establishes and maintains staff related records.

#### **Staff Relations (SR)**

Provides guidance to supervisors and all workers on resolving personnel issues at the lowest level possible. Investigates and resolves personnel issues that occur on a relief operation. Works to develop and maintain a positive work environment and provides appreciation certificates to disaster relief operation workers.

#### **Staff Wellness (SW)**

Ensures a healthy workforce by providing physical and mental health services. Determines appropriate staff assignments according to current health status and advise operation management concerning environmental and workplace issues.

#### **Training (TR)**

Provides consultation, tools and training to support the other activities and the field in service delivery. Determines the training needs of the disaster relief operation and develops/implements a plan to meet those needs.

### **Disaster Services Technology (DST)**

Disaster Services Technology is responsible for all the technology that is deployed on disaster relief operations. DST builds the technology infrastructure for the other groups/activities to use. This includes cell phones, laptops, network connectivity, satellite dishes, cellular air cards, two-way radio and the customer service to ensure it all works.

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### **Computer Operations (RCO)**

Handles all desk equipment (phones, computers, etc) from arrival to setup at disaster relief operation.

### **Communications (RCM)**

Handles all two-way radio and traditional phone service on disaster relief operation.

### **Networking (RNT)**

Handles connectivity between disaster relief operation locations and NHQ.

### **Customer Service (RCS)**

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

### **Positions**

Positions are based on the competencies required in order to accomplish the activities associated with the position. A member must successfully demonstrate the identified competencies in order to be assigned to any position.

### **Service Associate (SA)**

Service associates provide basic services within one of the groups. Service associate positions in some groups will require licensure as part of the competencies required for specific activities and tasks.

### **Supervisor (SV)**

Supervisors oversee a work unit composed of service associates. Competencies for this position include experience and ability in leadership and management. Supervisors are accomplished in the activities and tasks of the work unit staff and are able to answer common questions on a day-to-day basis.

### **Manager (MN)**

Managers oversee the work of the supervisors and are the subject matter experts within the group or within a specific activity of the group. In addition to team leadership skills, they must have extensive technical knowledge of the activity and tasks. They must also be able to provide technical guidance and support to all staff within the service group or to an activity within the service group.

### **Chief (CH)**

Chiefs can be the head of a group of activities, such as Staff Services or Logistics, or can be head of a specific activity. As Chief of a group of activities, they must be knowledgeable in aspects of each of the activities within the group. They are able to identify problem areas within any of their assigned activities and corrective action when called for. As Chief of a specific activity, they must have extensive experience in the activity and is a subject matter expert for the activity. Chiefs must be familiar with the structure and management of very large relief operations and have demonstrated the ability to work within the environment of very large relief operations.