



GAP JOB TOOL

Group/Activity/Position



Disaster Cycle Services

South Florida Region rev. June 27, 2021

Introduction

Disaster Relief Operations organize tasks into like functional areas to complete the Red Cross Mission. There are four main functional areas: those groups working directly with our clients, those groups supporting the work provided to our clients, those groups with our external constituents and our final group of operations management or our command staff.

These functional areas are further divided into specific Groups and Activities. Each Group and Activity's roles and purpose are described in the *Concept of Operations Program Essentials* on the [DCS Operations Toolkit](#) on The Exchange. There are several positions associated with each group and activity. Positions include Service Associate, Supervisor, Manager and Chief. Additional positions are in the Operations Management Group.

The combination of **Group**, **Activity** and **Position** form the responder G/A/P, commonly referred to as a GAP. GAPS are a rank, obtained by successfully meeting all [Disaster Responder Requirements](#), the specific GAP's qualifications and the GAP's training requirements.

The GAP Job Tool contains an Overview for each Group/Activity Position. The GAP Job Tool combines information from the following official source documents on [The Exchange](#) into a one page GAP Overview to support a Disaster Worker's attainment and retention of a specific GAP: *Disaster Responder Training Requirements Job Tool* in the [Engage Volunteers and Employees/EVE Toolkit](#), the [DCS Physical Capacity Grid](#), and the [Volunteer Position Description Index](#). Position Descriptions are source documents for GAP Purpose, Key Responsibilities, Supervision and Reporting Structures, Development Opportunities and Qualifications other than Physical Capacity.

The GAP Job Tool is updated frequently as source documents are revised. Use the link in the document footer to ensure you're using the most up to date version. Appendix D details recent GAP Job Tool changes.

The Disaster Workforce must complete the full version of each required course to qualify for a GAP. Condensed "just in time" or "operational" training offered on a disaster relief operation (DRO) does not satisfy a GAP course requirement.

The GAP Job Tool uses hyperlinks to make it easier for users to navigate the document and access online training. Be sure you're logged into Volunteer Connection before using the GAP Tool. If you're not logged in, you may be prompted for your Volunteer Connection user name and password. Log in, then try the link again.

Ready to attain a GAP? [Click here](#) or scroll to page 7 to get started!

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What is a Group/Activity/Position (GAP)?

G/A/Ps define a responder's experience, skill, training and interest.



The G/A/P acronym

The **Function** you wish to perform during a Disaster Relief Operation:

Group: Topical area of similar activities

Activity: More specific activities within that Group

Level of acquired **training, experience and scope of responsibility**

Position: Level of acquired training, experience and scope of responsibility.

Attaining a GAP

STEP 1: Select a GAP and review all steps before you begin training.

- Start with the GAP Charts and Descriptions on pages 9 - 12 describing Red Cross GAPs.
- Locate the GAP Overview for a GAP of interest in the [Table of Contents](#). The GAP name in the Table of Contents is a hyperlink. Click it to open the GAP Overview.
- Confirm the GAP is a good fit by using the Purpose, Responsibilities and the Qualifications sections to see if this is work you would enjoy and are physically able to do on a Disaster Relief Operation (DRO). Physical capacity requirements are italicized. Red Cross will consider accommodations. See your Disaster Workforce Engagement Team or Deployment Team for more information. Assignments more than 50 miles from home are usually 14 days with 12 hour shifts and one day off (Disaster Mental Health and Disaster Health Services are 10 days).

STEP 2: Complete the required training

- Use the hyperlinks in GAP Overviews to access the course information page. The GAP Job Tool uses hyperlinks to make it easier for users to navigate the GAP tool and access Web Based Training (WBT) in EDGE. Be sure you're logged into Volunteer Connection before using the GAP Tool. If you're not logged in, you may be prompted for your Volunteer Connection user name and password. Log in, then try the link again.
- If you're new to EDGE, take the web based training "[Using EDGE as A Learner](#)" before enrolling in other courses.
- Use EDGE to enroll in Red Cross Instructor Led Training (ILT). Carefully check the location of the offering before enrolling.
- If you have problems accessing online training, see Appendix B – EDGE Resources to avoid or resolve common issues experienced by learners. Help Desk information is included.
- Refresh your browser before taking an assessment to ensure your progress is being recorded.
- Please report hyperlink problems to Tanya.Sullivan@redcross.org.

STEP 3: Review the GAP Overview for qualifications other than Training

- GAPs require a combination of training, skills, and experience.
- Some GAPs require specific technical qualifications, experience or professional licensure.
- Carefully consider physical capacity qualifications when choosing a GAP. They're italicized in GAP Overviews.
- Supervisor and higher GAPs require successful deployment experience documented in Performance Evaluations. For more information about Supervisor, Manager and Chief GAPs and the Reassignment process follow [this link](#). Volunteers may receive "Field Promotions" to a higher level GAP while they're assigned to a Disaster Relief Operation. These GAPs are temporary to meet the needs of the Disaster and will not appear in your profile once you're released from the job. If you meet all the qualifications, you can request reassignment using the link in the above paragraph. Once approved, the higher level GAP will appear in your profile.



STEP 4: Complete Disaster Responder requirements

- Review the [Disaster Responder Requirements Job Tool](#) which explains the expectations and requirements for deploying to operations based on responder's individual Volunteer Connection Geographic Eligibility. Deployment length may vary by geographic availability. Local disasters may require only one or two shifts while responses more than 50 miles from home usually require multiple consecutive days of 12 hour shifts. Assignment to a national Disaster Relief Operation requires a 14 consecutive day commitment (10 days for Disaster Health Services and Disaster Mental Health workers.) Workforce Engagement can answer questions about Disaster Responder requirements.
- **Submit Volunteer Hours that detail active participation in your Chapter.** [How to submit hours.](#)
- **Submit valid Driver's License Information** to your Workforce Engagement team.

STEP 5: Request that your profile be updated

- Let your Workforce Engagement team know when you complete GAP and Disaster Responder requirements so your profile can be updated.
- [Appendix A](#) explains the GAP Codes you will see in your Volunteer Connection Profile.

STEP 6: Add and regularly update your geographic availability in Volunteer Connection.

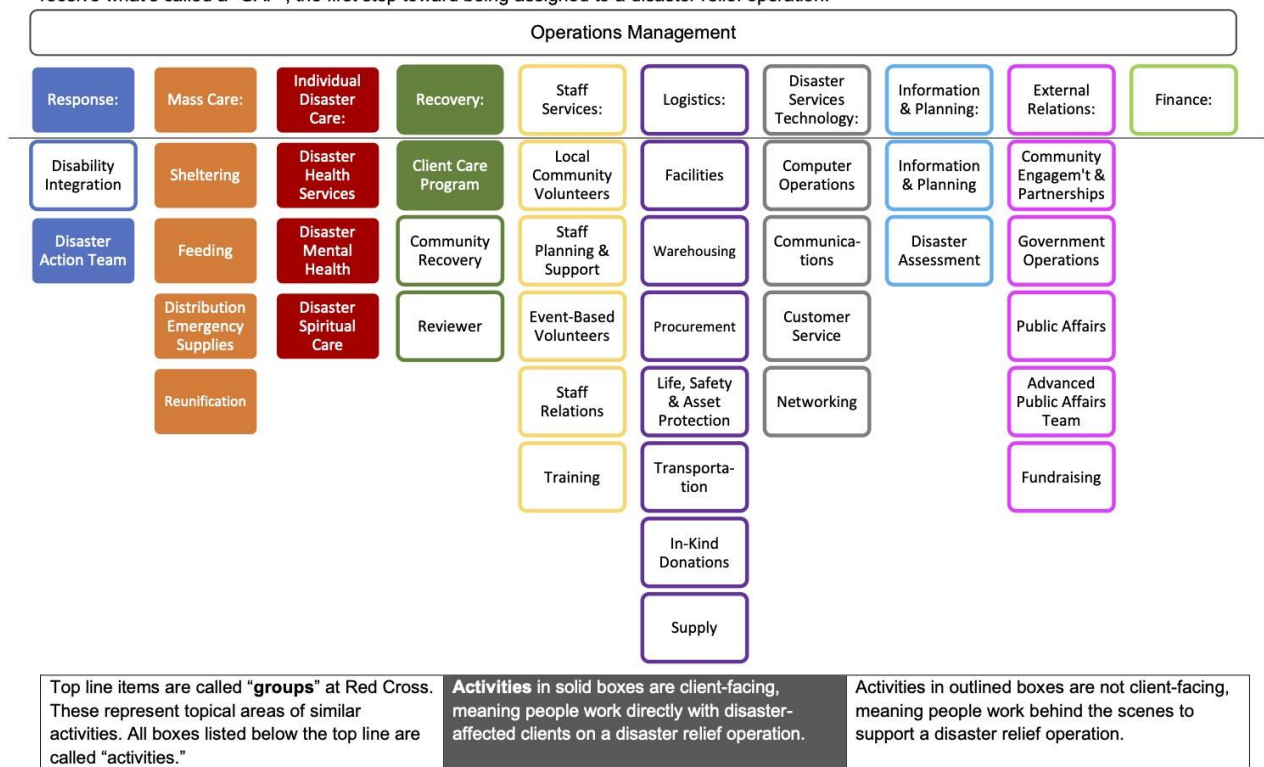
- **Use the Disaster Responder link in your Volunteer Connection Profile to add and maintain your responder availability.** This link is not visible until you are designated as a Disaster Responder. Ask Workforce Engagement to explain Geographic Availability options. Your local or regional deployment team will contact Responders whose availability matches open positions for Disaster Relief Operations. During disasters close to home, Responders may also be asked to sign up for specific shifts in Volunteer Connection.
- **Review and update your availability regularly** to enable Deployment Teams to accurately evaluate capacity and assign Disaster Responders quickly.

Response Operations GAP (Group/Activity/Position) Chart and Definitions



New Volunteer GAP Chart: Opportunities in Disaster Response

The American Red Cross has many opportunities for volunteers that wish to support disaster relief operations. Each of the activities below requires different training to prepare for entry-level, supervisor, or manager-level assignments. Volunteers who take all assigned courses for an activity receive what's called a "GAP", the first step toward being assigned to a disaster relief operation.



EVE New Volunteer GAP Chart: Opportunities in Disaster Response JT V.1.0 2021.02.18

The chart above is a simplified version of the [complete Group/Activity/Position on The Exchange](#). Click the link to review the complete chart, including the Operations Management level.

Brief descriptions of the services provided and tasks performed by Group and Activity are provided in the following pages.

GAP Descriptions

Choose G/A/P (Group/Activity/Position)

Disaster Responders perform required activities on Disaster Relief Operations based on their group, activity and position (G/A/P). G/A/Ps define a responder's experience, skill, training and interest.

G/A/P - An acronym reflecting the:

- **Group:** Topical Area of similar activities
- **Activity:** More specific activities within that group
- **Position:** Level of acquired training, experience and scope of responsibility

Group/Activity Example:

Group	Activities	Positions
Logistics	<ul style="list-style-type: none"> • Warehousing • Facilities • Supply • Procurement • In – Kind Donations • Life, Safety & Asset Protection • Disaster Services Technology • Transportation 	<ul style="list-style-type: none"> • Service Associate • Supervisor • Manager • Chief
Operations Management		<ul style="list-style-type: none"> • Supervisor • Manager • Assistant Director • Deputy Director • DRO Director

Services Provided / Tasks Performed by Group and Activity

Operations Management (OM): Responsible for providing operational oversight and direction to the disaster relief operation.

Response (RES):

- **Disability Integration (DI):** Supports all Disaster Services by assessing, monitoring and offering guidance on the accessibility of all facilities, programs and communications, to ensure equal access for all clients and staff.
- **Disaster Action Team (DAT):** Responds to the immediate disaster related needs on a regional response such as single family and multifamily home fires.

Mass Care (MC): Provides activities and services on a congregate basis to the community as a whole.

- **Sheltering (SH):** Provides a temporary, safe and comforting refuge where people affected by the disaster can come for food, emergency supplies, information, sleeping accommodations and recovery services in time of disaster or emergency.
- **Feeding (FF):** Provides 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.

- **Distribution of Emergency Supplies (DES):** Provides needed items like clean-up items, flashlights, food coolers, gloves, etc.
- **Reunification (REU):** Provides human and technological resources to reconnect individuals as quickly as possible following a disaster.

Individual Disaster Care (IDC):

- **Disaster Health Services (DHS):** Provides health services interventions by licensed professionals that focus on assessment, care, support, comfort and education of individuals and communities experiencing disaster-related health needs and Red Cross workers.
- **Disaster Mental Health (DMH):** Responds to the psychosocial and emotional needs of people affected by disaster, including Red Cross disaster workers.
- **Disaster Spiritual Care (DSC):** Provides interfaith support, comfort, and care to address spiritual needs of individuals impacted by disaster.

Recovery (REC): Supports the disaster recovery of individuals, families, and communities through the Client Care Program and the Community Recovery activity.

- **Client Care Program (CARE):** From a single-family fire to large-scale hurricane or flood, the Client Care Program meets the disaster-caused needs of individuals and families by matching Red Cross resources and assistance to disaster-caused needs. Assistance is provided in a consistent, scalable, and repeatable manner so that all our clients receive similar services. When resources allow, additional financial assistance may become available through the Client Care Program to address complex needs, many months after a large-scale disaster.
- **Community Recovery (CMR):** Provides leadership and technical expertise to support the long-term recovery efforts in affected communities.
- **Review (REV):** Based on the required specialty, provides complete required reviews related to the RC Care system.

Staff Services (SS): Performs support functions as the Human Resources dept. for the DRO by providing support to all assigned staff.

- **Local Community Volunteers (LCV):** Calls and schedules local volunteers to work on the DRO.
- **Staff Relations (SR):** Supports supervisors with coaching and feedback tips and work performance.
- **Staff Planning & Support (SPS):** Responsible for the coordination and fulfillment of requested staffing needs for all activities and support for visiting staff on a disaster relief operation.
- **Training (TR):** Provides orientation, training, and tools to support the workforce in service delivery.
- **Event Based Volunteers (EBV):** Responsible for recruiting and scheduling local people wanting to support their affected community by working on the DRO.

Logistics (LOG): Provides a logistics system that is accountable, flexible, and standardized in the acquisition and management of the wide variety of material, equipment, facilities, and services required to provide quality service delivery in a timely manner.

- **Facilities Management (FAC):** Manages the facilities required to support the disaster relief operation
- **In-Kind Donations (IKD):** Fundraise for in-kind materials and supplies required for DRO.
- **Warehousing (WHS):** Manages the inventory of materials and supplies including distribution, transportation and/or installation, as appropriate.
- **Transportation (TRA):** Maintains the disaster relief operations fleet of vehicles including rental and Red Cross vehicles, tractor trailers, wheeled storage, refrigerated units and box trucks.
- **Life Safety & Asset Protection (LSAP):** Ensures that the disaster relief operation environment is as safe and secure as is reasonably possible.
- **Procurement (PRO):** Procures and/or replenishes purchased or in-kind materials and supplies required for DRO.
- **Supply (SUP):** Provides disaster relief operation with a conduit for gathering and disbursing supplies into disaster relief operations.

Disaster Services Technology (DST): Provides technology support to the DRO workforce. Deploys and supports technology equipment and personnel.

- **Computer Operations (CO):** Installs and support Laptops and tablets in both wired and wireless environments, CO manages the DRO Server, Printers, DRO Server user accounts and systems administration support.
- **Networking (NT):** Designs and installs network infrastructure, troubleshoots issues, monitors traffic and maintain network security. NT provides WAN connectivity via satellite/Cradlepoint/3rd party internet provider in wired and wireless environments.
- **Customer Service (CS):** Receives and inventories all Disaster IT equipment, personnel management, and issues equipment to DRO Staff. CS provide users with technology orientation and provides and single point of contact for user support issues on an operation.
- **Communications (CM):** Installs communications equipment (radios, antennas, repeaters, Smartphone, Satellite Phones, etc.) including the support, repair & maintenance of communications equipment in the American Red Cross vehicles and field units across the country, provide radio operators, and provide liaisons to Amateur Radio groups supporting the affected area.

Information & Planning (IP): Provides assessment and operational data required for effective management, including information about the scope of the disaster.

- **Disaster Assessment (DA):** Gather, analyze, interpret, and distribute accurate and timely information about the extent of damage, overall impact, and scope of the incident.
- **Information & Planning:** Gathers, processes, analyzes and maps operational service delivery, finances and needs and disaster area geographic and demographic affects and needs. Prepares future projections of incident growth, maps and intelligence information.

External Relations (ER): Coordination of information and services, and necessary liaison activities with, government and private agencies.

- **Community Engagement and Partnerships (CEP):** Engages partners and other community stakeholders in service delivery, developing community resources, information sharing and coordination.
- **Government Operations (GO):** Coordinate information sharing and services with local, state, federal, and Tribal government partners, as well as internal ARC partners, for the benefit of disaster survivors.
- **Fund Raising (FR):** Support various regional fundraising needs, develop a Disaster Fund Raising strategy appropriate for the event, and implementation of the Disaster Fund Raising plan.
- **Public Affairs (PA):** Coordinating group that ensures all of our constituents- clients, donors, partners, volunteers, and the public – are fully informed about Red Cross activities. Provides external messaging, news releases, social media content, photos and stories, internal communications, and coordinate VIP visits. Pursue, capture, and maximize media coverage. May represent the Red Cross in Local, state and/or national Joint Information Center/Joint Operation Center (JIC/JOC).
- **Advanced Public Affairs Team (APAT):** Specialized team that reports to National Headquarters Communications Department rather than the disaster relief operations Public Affairs work unit. Deployment may include national spokesperson – working directly with national media outlets or story producer – working directly with contract video crew or photographer.

Finance (FIN): Monitors the financial control environment including safeguarding of assets on a DRO. Finance provides assistance with financial tools and assists the operation in being cost efficient all while ensuring good stewardship of the donor dollar.



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Disaster Cycle Services Training Index

Updated: 6/27/2120

- Click on Course Name link to open a Fact Sheet with course description, length and other useful information.
- Disaster Cycle Services courses are offered in the following formats:
 - **Web-based Training (WBT):** Online training is developed for individual completion in EDGE, and requires access to a computer and internet. Some disaster courses are available on iPad and Android tablets. Click on WBT link following the course name to access the course in EDGE.
 - **Instructor-Led Training (ILT):** In-person training conducted by a Red Cross Disaster Instructor. Register for ILTs in EDGE, taking care to check the course location. Your supervisor or Workforce Engagement team can help if assistance is needed. ILTs also include simulations. Simulations are a formal setting that allows participants to practically apply the concepts learned in their courses via tabletop, practicum, role play or other activities.
 - **Video-based Training (VID):** Videos deliver course content in a format that can be easily viewed, individually or in a group setting.
 - **Virtual Instructor-led Training (VILT):** Live training conducted by a Red Cross Disaster instructor through a shared online conferencing tool, such as WebEx or Skype for Business, to support learners across multiple locations.
- EDGE links provided in the GAP Overviews work for Volunteers, but not Employees. See Appendix C for Employee links.
- Please report malfunctioning links to Tanya.Sullivan@redcross.org

In addition, some of the required/recommended courses for certain group/activity/positions (GAPs) are developed by the **Federal Emergency Management Agency (FEMA)**. These courses are available outside the EDGE Learning Management System. You can access each course from direct links in the training section of each GAP Overview or use the search feature in EDGE or the [FEMA website](#) to access the courses. Once you have completed a FEMA course, send a copy of your certificate to your Disaster Workforce Engagement Team to have the training added to your EDGE Transcript. For questions around FEMA training, ask your supervisor. There are two types of training offered by FEMA:

- WBT courses: Taken online on the [FEMA website](#).
- ILT courses: Register online and attend in person.

Throughout this document there are many hyperlinks leading directly to a page on The Exchange. If you are unable to access the page directly through that link, navigate to The Exchange through *Volunteer Connection*, and search for the hyperlinked phrase.

A

[Advanced Instructor Fundamentals](#) (EDGE: [WBT](#) 30 min)

[Ambassador Program Fundamentals](#) (EDGE: [VID](#) 20 min)

B

[Basic Food Safety](#) [Spanish Fact Sheet](#) (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 2.5 hrs)

[Basic Instructor Fundamentals](#) (EDGE: [WBT](#) 1.5 hrs)

[Basic Instructor Fundamentals for Youth](#) (EDGE: [WBT](#) / [Spanish WBT](#))

[Basic Instructor Specialty Training](#) (EDGE: ILT 8 hrs)

C

[CAN Advanced for Long Term Recovery](#) (EDGE: [WBT](#) 2 hrs / VILT 3 hrs)

[CAN \(Coordinated Assistance Network\) Basics](#) (EDGE: [WBT](#) 2 hrs / [Spanish WBT](#) 2.5 hrs / English and Spanish VILT 2.5 hrs)

[Care Assistant Fundamentals](#) (EDGE: [WBT](#) / ILT 2 hrs)

Client Care Program: Compliance (EDGE: [VID](#) 58 mins / English VILT 1.25 hrs / Spanish VILT 2 hrs)

Client Care Program: Conducting Follow-Up (EDGE: [VID](#) 40 mins / English VILT 45 mins / Spanish VILT 1.5 hrs)

Client Care Program Overview (EDGE: [WBT](#) 20 mins / Spanish [WBT](#) 30 mins) *Fact sheet link not available*

Client Care Program: Disaster Client Intake (EDGE: [WBT](#) Curriculum 2.25 hrs) *Fact sheet link not available*

Client Care Program: Providing Referrals (EDGE: [VID](#) 42 mins / English VILT 45 mins / Spanish VILT 1.5 hrs)

Client Care Program: Recovery Planning (EDGE: [VID](#) 42 mins / English VILT 45 mins / Spanish VILT 1.5 hrs)

[Collaborating Essentials](#) (EDGE: ILT 6 hrs / VILT 4 hrs)

[Commercial Lodging: An Overview](#) (EDGE: [VID](#) 18 min / ILT 1 hr)

[Concept of Operations Basics](#) (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English and Spanish ILT/VILT 1 hr)

[Concept of Operations 3.0 Management](#) (EDGE: ILT 5 hrs) *Equivalency Option: Concept of Operations Management and Concept of Operations 3.0: What's Changed Webinar*

[Concept of Operations 3.0: What's Changed](#) (EDGE: VILT / VID 2 hrs)

D

[Defensive Driving](#) (EDGE: [WBT](#)/ILT 60 min)

[Deployment Fundamentals](#) (EDGE: [WBT](#) 30 min)

Detailed Damage Assessment for Disaster Action Team Response Operations ([WBT](#) 30 mins / [Spanish WBT](#) 40 mins)

[Disaster Action Team Fundamentals](#) (EDGE: [WBT](#) 1.5hrs / ILT/VILT 3.5 hrs)

[Disaster Action Team Management](#) (EDGE: [WBT](#) 1.5 hrs / ILT 3 hrs)

[Disaster Assessment Fundamentals V.2](#) (EDGE: [WBT](#) 1 hr / ILT 3.5 hrs)

[Disaster Course Simulation Facilitator Fundamentals](#) (EDGE: [WBT](#) 45 min / VILT 45 min)

[Disaster Cycle Services: An Overview](#) (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)

Disaster Event-Based Volunteer Activity Worker Fundamentals ([WBT Curriculum](#) 3.75 hrs) *Fact sheet link not available*

[Disaster Health Services Fundamentals 1](#) (EDGE: [WBT](#) 1 hr 30 min)

[Disaster Health Services Fundamentals 2](#) (EDGE: [WBT](#) 1 hr 30 min)

[Disaster Health Services Simulation](#) (EDGE: ILT 3.5 hrs/ VILT 1.5 hrs)

[Disaster Kitchen Training](#) (EDGE: ILT 2 days)

[Disaster Kitchen Supervisor Training](#) (EDGE: ILT 8 hrs)

[Disaster Mental Health Introduction:](#) (EDGE: [WBT](#) 30 min / ILT 60-120 min)

[Disaster Mental Health Fundamentals Part 1 and Part 2:](#) (EDGE: Part 1 ([WBT](#)) 1.5 hrs and Part 2 (ILT/VILT 2.5 hrs)

[Disaster Mental Health Management](#) (EDGE: VILT 3 two-hour webinars)

[Disaster Program Management Fundamentals](#) (EDGE: ILT / 2.5 days)

[Disaster Public Affairs Management](#) (EDGE: ILT / VILT 4 hrs)

[Disaster Public Affairs for National Relief Operations](#) (EDGE: ILT 5 hrs)

[Disaster Public Affairs – Media Relations](#) (EDGE: ILT / VILT 2 hrs)

[Disaster Public Affairs – Visual Storytelling](#) (EDGE: ILT / VILT 2 hrs)

[Disaster Public Affairs – Writing for the Red Cross](#) (EDGE: ILT/ VILT 2 hrs)

[Disaster Relief Operations \(DRO\) Planning Fundamentals](#) (EDGE: VILT 6 hrs)

[Disaster Response Management Simulation](#) (EDGE: ILT 13 hrs)

[Disaster Services Technology Communications Workshop](#) (EDGE: [VID](#) 57 mins)

[Disaster Services Technology Computer Operations Workshop](#) (EDGE: [VID](#) 51 mins)

[Disaster Services Technology Customer Service Workshop](#) (EDGE: [WBT](#) 1 hr)

[Disaster Services Technology Information Management System](#) (EDGE: [VID](#) 1.75 hrs)

[Disaster Services Technology Networking Workshop](#) (EDGE: [VID](#) 1.25 hrs)

[Disaster Services Technology Overview Workshop](#) (EDGE: [WBT](#) 2 hrs)

[Disaster Services Technology Hands on Equipment Training](#) (EDGE: ILT 3 days)

[Disaster Services Technology: The First 48 Hours of a DRO](#) (EDGE: [VID](#) 1 hr)

[Disaster Spiritual Care: Introduction](#) (EDGE: [WBT](#) 45 min)

[Disaster Spiritual Care Fundamentals](#) (EDGE: ILT 4.5 hrs / VILT: 3 hrs)

[Disaster Transportation Tool Fundamentals](#) (EDGE: [WBT](#) 45 mins)

[Distribution of Emergency Supplies Fundamentals](#) (EDGE: [WBT](#) 26 mins)

E

[ERVs: Ready, Set, Roll](#) (EDGE: ILT 3 hrs + road test)

[Event Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol](#) (EDGE: [VID](#) 17 min)

[Everyone is Welcome](#) (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)

F

[Facilitative Leadership for Mobilizing the Community](#) (EDGE: ILT / VILT 7.5 hrs)

[Facilities Management Fundamentals](#) (EDGE: [WBT](#) 1 hr)

[Facilities Management Fundamentals Simulation](#) (EDGE: ILT 3-4 hrs / VILT 1-3 hrs)

[Feeding Activity Introduction](#) (EDGE: [WBT](#) 30 min / ILT 2 hrs) **must take ILT version to receive credit for this course*

[Feeding Fundamentals v.2](#) (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.25 hrs / English ILT/VILT 1.5 / Spanish ILT/VILT 2 hrs)

[Feeding Manager Operations](#) (EDGE: [WBT](#) 45 min)

FEMA Courses: See "I" in this Index

G

[Government Operations Fundamentals](#) (EDGE: ILT 6.5 / VILT 5 hrs)

[Government Operations Center Liaison Fundamentals](#) (EDGE: [WBT](#) 45 min)

H

HQ Sheltering Manager and District Sheltering Coordinator (VILT 4.5 hrs)

I

[ICS 300: Intermediate Incident Command System for Expanding Incidents](#) (FEMA: [ILT](#) 3 days)

[ICS 400: Advanced Incident Command System for Command and General Staff - Complex Incidents](#) (FEMA: [ILT](#) 2 days)

[Incident Reporting Fundamentals](#) (EDGE: [WBT](#) 1 hr)

[In-Kind Donations on Disaster Relief Operations Fundamentals](#) (EDGE: [WBT](#) 45 min / ILT 3 hrs)

[Initiating Staff Services on a DRO Basics](#) (EDGE: [WBT](#) 20 min / ILT 1 hr)

[Integrated Care Condolence Team Fundamentals](#) (EDGE: ILT 4 hrs / VILT 3 hrs)

[IS-29 Public Information Officer Awareness](#) (FEMA: 7 hrs)

[IS-100 Introduction to the Incident Command System](#) (FEMA 2 hrs)

[IS-120 An Introduction to Exercises](#) (FEMA: 5 hrs)

[IS-200 Basic Incident Command System for Initial Response](#) (FEMA 4 hrs)

[IS-201 Forms Used for the Development of the Incident Action Plan](#) (FEMA: [WBT](#) 2 hrs)

[IS-230 Fundamentals of Emergency Management](#) (FEMA 6 hrs)

[IS-235 Emergency Planning](#) (FEMA 5 hrs)

[IS-240 Leadership and Influence](#) (FEMA 3 hrs)

[IS-241 Decision Making and Problem Solving](#) (FEMA 2 hrs)

[IS-242 Effective Communication](#) (FEMA 8 hrs)

[IS-244 Developing and Managing Volunteers](#) (FEMA 4 hrs)

[IS-288 The Role of Voluntary Agencies in Emergency Mgmt.](#) (FEMA 1 hr)

[IS-368 Including People With Disabilities & Others with Access & Functional Needs in Disaster Operations](#) (FEMA 2 hrs)

[IS-405 Mass Care/Emergency Assistance Overview](#) (FEMA 1 hr) *Course title in EDGE will be updated to match new FEMA name in January 2020.*

[IS-650 Building Partnerships with Tribal Governments](#) (FEMA 2 hrs)

[IS-700 An Introduction to the National Information Management System](#) (FEMA 3.5 hours)



[IS-800 National Response Framework, An Introduction](#) (FEMA 3 hrs)
[IS-2200 Basic Emergency Operations Center Functions](#) (FEMA 4 hrs)
[IS-2900 National Disaster Recovery Framework \(NDRF\)](#) (FEMA 3 hrs)

K

[Kitchen Site Management](#) (EDGE: [WBT](#) 1 hr / [ILT](#) 3 hrs)
[Kitchen Site Management Simulation](#) (EDGE: [ILT](#) 3.5 hrs / [VILT](#) 4 hrs)

L

[Logistics: An Overview](#) (EDGE: [ILT](#) / [VILT](#) 3 hrs)
[Logistics Management](#) (EDGE: [ILT](#) 8 / [VILT](#) 6 hrs)

M

[Mass Care: An Overview](#) (EDGE: [WBT](#) 30 min / [ILT](#) 3.5 hrs)
[Mass Care Management](#) (EDGE: [ILT](#) / [VILT](#) 8 hrs)
[Mass Casualty Incident Response Basics](#) (EDGE: [WBT](#) 1.25 hrs)
[Mass Casualty Incident Response Management](#) (EDGE: [ILT](#) 4 hrs / [VILT](#) 2.75 hrs)
[Mass Casualty Incident Response Management Simulation](#) (EDGE: [ILT](#) 4 hrs)
[Mission Cards – Cardholder Overview](#) (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English [ILT](#) or Spanish [ILT](#) 1 hr)
[Mobilize the Community Overview](#) (EDGE: [WBT](#) 25 min)
[Multi-Agency Resource Center Basics](#) (EDGE: [WBT](#) 45 min)

P

[Partner Engagement Essentials](#) (EDGE: [WBT](#) 30 mins)
[Performance Evaluation Preparation for Supervisors](#) (EDGE: [VID](#) 20 min / [ILT](#) 1 hr)
[Powered Industrial Truck Operator](#) (EDGE: Blended [WBT](#) / [ILT](#) 2 hrs)
Providing and Documenting Individual Disaster Services with RC Care (EDGE: English and Spanish [VILT](#) 2.5 hrs)
[Psychological First Aid: Helping Others in Times of Stress](#) (EDGE: [WBT](#) 1 hrs / [Spanish WBT](#) 1.25 hrs / [ILT](#) 4.5 hrs / English [VILT](#) and Spanish [VILT](#) 3 hrs)
[Public Affairs Essentials](#) (EDGE: [WBT](#) 30 min)

R

RC Collect: Detailed Damage Assessment Video for DA Workers (EDGE: [VID](#) 20 min) *Fact sheet not available*
RC Collect: Setting Favorite Answers (EDGE: [VID](#) [WBT](#) 8 min)
RC Respond Overview (EDGE: [VID](#) 25 mins / [VILT](#) 1 hr) *Available to implementation Group 2 starting 5/3/21*
RC Respond: General User (EDGE: [VID](#) 38 mins / [VILT](#) 1 hr) *Currently only available to implementation Group 1*
RC View Mapping: Getting to Know RC View (EDGE: [VID](#) 2.5 hrs)
RC View Mapping: Beginner RC View Operations (EDGE: [VID](#) 4 hrs)
RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / [VILT](#) 1 hr)
RC View National Shelter System Logistics Facilities Management (EDGE: [VILT](#) 2 hrs)
RC View National Shelter System Manager (EDGE: [VILT](#) 1 hr)
[Relationship Management Skills](#) (EDGE: [ILT](#) 3.5 hrs)
[Reunification Fundamentals](#) (EDGE: [WBT](#) 1 hr)

S

[Serving Shelter Clients During COVID-19](#) (EDGE: [VID](#) 31 mins / [VILT](#) 1 hr) *OR equivalent COVID-19 Shelter Assignments (retired) and Sheltering in a COVID Environment (retired)*
[Shelter Fundamentals](#) v2 (EDGE: English [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / English [ILT/VILT](#) 1.5 hrs / Spanish [ILT](#) / [VILT](#) 2 hrs)



Shelter Manager (EDGE: VILT 6 Hrs)

[Shelter Operations Simulation](#) (EDGE: ILT 6 hrs)

Shelter Resident Transition with RC Care: (EDGE: [VID](#) 1.25 hrs / English VILT 1.5 hrs / Spanish VILT 2.5 hrs)

[Shelter Supervisor](#) (EDGE: [WBT](#) 2.25 hrs / English VILT 2.5 hrs / Spanish VILT 4 hrs) OR equivalent Shelter Management (retired)

[Staff Services Fundamentals](#) (EDGE: ILT 8 hrs / VILT 6 hrs)

[Staff Services Management](#) (EDGE: ILT 8 hrs / VILT 6.5 hrs)

[Staff Wellness Fundamentals](#) (EDGE: ILT /VILT 1.5 hrs)

Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs) *Fact sheet not available.*

[Supervising the Disaster Workforce](#) (EDGE: ILT 8 / VILT 6 hrs)

[Supervising Workers for 2020 Disaster Response](#) (EDGE: [WBT](#) 1 hr)

[Supply Fundamentals](#) (EDGE: ILT 6 hrs / VILT 2.5 hrs)

T

[Transportation Fundamentals](#) (EDGE: ILT 2.5 hrs / VILT 2.75 hrs)

[Transportation Management](#) (EDGE: ILT 2.5 hrs / VILT 2.75 hrs)

U

[Using a Travel Card on a Disaster Relief Operation](#) (EDGE: ILT 1 hr)

[Using EDGE as a Learner](#) (EDGE: 15 min)

Using EDGE as a Session Admin (EDGE: WBT 30 min) [Regional LMS Administrator](#) approval required to access course

Using EDGE as a People Admin (EDGE: WBT 30 min) [Regional LMS Administrator](#) approval required to access course

Using EDGE as a Registrar (EDGE: WBT 30 min) [Regional LMS Administrator](#) approval required to access course

V

Virtual Instructor Specialty Training (EDGE: English and Spanish VILT 3.5 hrs)

[Volunteer Connection Disaster Management Fundamentals](#) – all 6 modules required (EDGE [WBT](#) 1.75 hrs)

Volunteer Connection Shift Tool Manager (EDGE: [WBT](#) 1 hr) *Fact Sheet not available*

Volunteer Workforce Complaint Representative Certification (VILT 5.5 hrs)

W

[Warehousing Fundamentals](#) (EDGE: [WBT](#) 45 min / ILT 3 hrs)



GAP (Group/Activity/Position) Overviews [*means not yet published]

Use these following pages to view the following information for each GAP:

- Name and abbreviation
- Purpose
- Key Responsibilities
- Qualifications
- Training

Use the [Table of Contents](#) to navigate to a specific GAP Overview.

Group/Activity/Position:

 Revised:
12-31-20

DST/CO/SA

Disaster Services Technology/Computer Operations/Service Associate

Purpose:

The purpose of Disaster Services Technology is to provide communications, technology and support to individuals and work sites on a disaster relief operation. The role of the Computer Operations Service Associate is to complete assigned tasks using and troubleshooting PC technology including PC hardware, Microsoft Windows and Microsoft Office.

Key Responsibilities:

- Use, set up, trouble shoot PC technology including PC hardware, Microsoft Windows and Microsoft Office.
- Provide equipment to workers.
- Track and monitor networking systems to ensure optimum functionality.
- Complete tasks as assigned.

Qualifications:

- Demonstrates good organizational skills.
- Demonstrated computer operation skills in any procedure- oriented role at the chapter or equivalent.
- Ability to participate and contribute in regular meetings.
- Demonstrated customer service skills through client contact in chapter work.
- Demonstrates ability to involve appropriate others in managing problems and conflict.
- Ability to acquire and evaluate information.
- Demonstrates skills in Computer Operations systems & procedures.
- Has personal experience or volunteer work using and troubleshooting PC technology- hardware, Microsoft Windows and Microsoft Office.
- Ability to follow written procedures and verbal instructions, to ask questions and communicate results.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work outdoors in inclement weather |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Crawl on the floor or ground | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |

Training
Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Disaster Services Technology Overview Workshop (EDGE: [WBT](#)) *or equivalent retired VILT*



Group/Activity/Position:

Revised:
12-31-2020

DST/CO/SV

Disaster Services Technology/Computer Operations/Supervisor

Purpose:

The purpose of the Computer Operations activity is to provide DRO workers with reliable computer equipment, systems, etc. The Computer Operations Supervisor leads assigned workers in the provision of these services enabling mission accomplishment.

Key Responsibilities:

- Request, receive, inventory, track and return computer supplies and equipment on DRO.
- Provide computer equipment to workers.
- Monitor, track, use and troubleshoot PC technology including PC hardware, Microsoft Windows and Microsoft Office on DRO at various sites.
- Provide information to workers regarding computer equipment.
- Lead team in completing responsibilities to coach and develop workers.

Qualifications:

- Punctuality
- Commitment to tasks and Red Cross Disaster mission.
- Familiarity with or ability to use and troubleshoot PC technology including PC hardware, Microsoft Windows and Microsoft Office.
- Leadership & Team Building: Demonstrates good organizational skills.
- Successful Work Performance Review in Computer Operations from more than one Region DRO.
- Demonstrates ability to use reports as decision making tools.
- Demonstrates experience and knowledge of Computer Operations procedures
- Cost Analysis & Service Delivery Planning: Demonstrates proficiency in identifying, organizing, planning & allocating resources.
- Demonstrates ability to make budget adjustments to meet objectives.
- Demonstrates ability to use materials and space effectively.
- Relationships: Proven track record of holding regular meetings with staff & affected chapters to discuss plans and issues and resolve problems.
- Demonstrates ability to interact with high ranking officials and vendors in the community.\
- Complex Problem Solving: Demonstrates ability to involve appropriate others in managing problems and conflict.
- Ability to acquire and evaluate information.
- Technical & Systems Knowledge: Demonstrates proficiency in Computer Operations systems & procedures.
- Demonstrates experience in supervising.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work outdoors in inclement weather |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Crawl on the floor or ground | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- All required DST/CO/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT/VILT 5 hrs) [Click this link for equivalency option.](#)
- Disaster Services Technology Customer Service Workshop (EDGE: [WBT](#) 1 hr) or equivalent retired VILT
- Disaster Services Technology Networking Workshop (EDGE: [VID](#) 1.25 hrs) or equivalent retired VILT
- Disaster Services Technology Computer Operations Workshop (EDGE: [VID](#) 1 hr) or equivalent retired VILT
- Disaster Services Technology Communications Workshop (EDGE: [VID](#) 57 mins) or equivalent retired VILT
- Disaster Services Technology Information Management System Training (EDGE: [VID](#) 1.75 hrs) or equivalent retired VILT
- Disaster Services Technology: The First 48 Hours of a DRO (EDGE: [VID](#) 1 hr) or equivalent retired VILT

Group/Activity/Position:

DST/CO/MN

Disaster Services Technology/Computer Operations/Manager

 Revised:
06-29-2020

Purpose:

Ability to retrieve and sort information and reports for Computer Operations and to explain purpose, content and capability of systems to assigned staff. Ability to train, delegate, mentor and motivate Supervisors based on a clear understanding of all technical concepts involved. Conversant in DST terminology

Key Responsibilities:

- Leadership & Team Building: Ability to envision, design & lead a diverse team of supervisors by developing a Computer Operations unit which includes affected chapter workers. Ability to provide appropriate support, feedback and recognition. Ability to motivate team building. Ability to estimate DST staffing & operational equipment requirements.
- Cost Analysis & Service Delivery Planning: Ability to implement Service Delivery Planning and to ensure activities in Computer Operations unit are efficient and cost effective. Ability to write a clear, concise service delivery plan. Ability to develop the Recovery Plan based on the assessment and share with affected chapters. Ability to turn functional requirements from OM and all groups and activities into an effective service delivery plan.
- Relationships: Ability to build effective relationships with units and individuals who can help with work related goals.
- Complex Problem Solving: Ability to monitor and correct performance and to manage conflict. Is able to spot problems early on and to take needed action so that flow and service delivery are not impacted.
- Technical & Systems Knowledge: Ability to retrieve and sort information and reports for Communications and to explain purpose, content and capability of systems to assigned staff. Ability to train, delegate, mentor and motivate Supervisors based on a clear understanding of all technical concepts involved. Conversant in DST terminology.

Qualifications:

- Leadership & Team Building: Demonstrates strong organizational skills. Successful Work Performance Review in Communications from more than one Multi-Chapter level DRO. Demonstrates expertise in evaluating performance & providing feedback. Demonstrates ability to use reports as decision making tools.
- Cost Analysis & Service Delivery Planning: Demonstrates expertise in identifying, organizing, planning & allocating resources. Demonstrates ability to make budget adjustments to meet objectives. Demonstrates ability to use materials and space effectively.
- Relationships: Proven track record of holding regular meetings with staff & affected chapters to discuss plans and issues and resolve problems. Demonstrates ability to interact with high ranking officials in the community.
- Complex Problem Solving: Demonstrates ability to involve appropriate others in managing problems and conflict. Ability to acquire and evaluate information.
- Technical & Systems Knowledge: Demonstrates proficiency in Communications systems & procedures. Demonstrates experience in supervising. Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.
- Meets competencies, qualifications and required training for all previous positions in the GAP track.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work outdoors in inclement weather |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Crawl on the floor or ground | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |

Training
Required:

- All required DST/CO/SV training
- Disaster Services Technology: Hands on Equipment Training (EDGE: ILT 3 days)



Group/Activity/Position:

DST/CM/SA

Disaster Services Technology/Communications/Service Associate

Revised:
12-31-2020

Purpose:

The purpose of Disaster Services Technology is to provide communications, technology and support to individuals and work sites on a disaster relief operation. The role of the Communication Service Associate is to complete assigned tasks using one or more segments of the telecom industry being used on the DRO such as radio dispatch or maintenance, cellular sales or support, wireline carrier or Installation Company, or amateur radio.

Key Responsibilities:

- Familiarity with a variety of telecommunications equipment and related terminology
- Commitment to tasks and Red Cross Disaster mission
- Ability to retrieve and sort information and reports for Communications.
- Distribute, track and support DRO communications system/equipment.

Qualifications:

- Customer Focus
- Building strong customer relationships and delivering customer-centric solutions. Action Oriented
- Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization
- Demonstrates good organizational skills, punctuality
- Ability to participate and contribute in regular meetings.
- Demonstrated customer service skills through client contact in a support role on a DRO.
- Ability to acquire and evaluate information.
- Demonstrates skills in Communications systems and procedures.
- Has work or volunteer experience in one or more segments of the telecom industry such as radio dispatch or maintenance, cellular sales or support, wireline carrier or Installation Company, or experience as an amateur radio operator.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work outdoors in inclement weather |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to step up/down 18 inches |
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| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Crawl on the floor or ground | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |

Training

Required

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Disaster Services Technology Overview Workshop (EDGE: [WBT](#)) *or equivalent retired VILT*



Group/Activity/Position:

DST/CM/SV

Disaster Services Technology/Communications/Supervisor

Revised:
12-31-2020

Purpose:

The purpose of the Communications activity is to provide DRO workers with reliable communications equipment, systems, etc. The Communications Supervisor leads assigned workers in the provision of these services enabling mission accomplishment.

Key Responsibilities:

- Request, receive, inventory, track and return communications supplies and equipment on DRO.
- Provide communications equipment to workers.
- Monitor and track communications systems.
- Provide information to workers regarding communications equipment.
- Lead team in completing responsibilities to coach and develop workers.

Qualifications:

- Familiarity with or ability in radio dispatch or maintenance, cellular sales or support, wireline carrier or Installation Company, or amateur radio.
- Leadership & Team Building: Demonstrates good organizational skills.
- Successful Work Performance Review in Communications from more than one Regional DRO.
- Demonstrates ability to use reports as decision making tools.
- Demonstrates experience and knowledge of Communications procedures.
- Cost Analysis & Service Delivery Planning: Demonstrates proficiency in identifying, organizing, planning & allocating resources.
- Demonstrates ability to make budget adjustments to meet objectives.
- Demonstrates ability to use materials and space effectively.
- Relationships: Demonstrates ability to interact with high ranking officials and vendors in the community.
- Complex Problem Solving: Demonstrates ability to involve appropriate others in managing problems and conflict.
- Ability to acquire and evaluate information.
- Technical & Systems Knowledge: Demonstrates proficiency in Communications systems & procedures.
- Demonstrates experience in supervising.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work outdoors in inclement weather |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Crawl on the floor or ground | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- All required DST/CO/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT/VILT 5 hrs) [Click this link for equivalency option.](#)
- Disaster Services Technology Customer Service Workshop (EDGE: [WBT](#) 1 hr) or equivalent retired VILT
- Disaster Services Technology Networking Workshop (EDGE: [VID](#) 1.25 hrs) or equivalent retired VILT
- Disaster Services Technology Computer Operations Workshop (EDGE: [VID](#) 1 hr) or equivalent retired VILT
- Disaster Services Technology Communications Workshop (EDGE: [VID](#) 57 mins) or equivalent retired VILT
- Disaster Services Technology Information Management System Training (EDGE: [VID](#) 1.75 hrs) or equivalent retired VILT
- Disaster Services Technology: The First 48 Hours of a DRO (EDGE: [VID](#) 1 hr) or equivalent retired VILT

Group/Activity/Position:

DST/CM/MN

Disaster Services Technology/Communications/Manager

 Revised:
06-29-2020

Purpose:

Ability to retrieve and sort information and reports for Communications and to explain purpose, content and capability of systems to assigned staff. Ability to train, delegate, mentor and motivate Supervisors based on a clear understanding of all technical concepts involved. Conversant in DST terminology.

Key Responsibilities:

- **Leadership & Team Building:** Ability to envision, design & lead a diverse team of supervisors by developing a Communications unit which includes affected chapter workers. Ability to provide appropriate support, feedback and recognition. Ability to motivate team building. Ability to provide clear and concise written & verbal direction and feedback and to observe and assess whether those directions have been understood. Ability to lead by example. Ability to train, delegate, mentor and motivate Service Associates as required based on a clear understanding of all technical concepts involved.
- **Cost Analysis & Service Delivery Planning:** Ability to implement Service Delivery Planning and to ensure activities in the Communications unit are efficient and cost-effective.
- **Relationships:** Ability to build effective relationships with units and individuals who can help with work related goals.
- **Complex Problem Solving:** Ability to monitor and correct performance and to manage conflict. Is able to spot problems early on and to take needed action so that flow and service delivery are not impacted.
- **Technical & Systems Knowledge**
- Ability to retrieve and sort information and reports for Communications and to explain purpose, content and capability of systems to assigned staff. Ability to train, delegate, mentor and motivate SAs based on a clear understanding of all technical concepts involved. Conversant in DST terminology.

Qualifications:

- Leadership & Team Building:** Demonstrates strong organizational skills. Successful Work Performance Review in Communications from more than one Multi-Chapter level DRO. Demonstrates expertise in evaluating performance & providing feedback. Demonstrates ability to use reports as decision making tools.
- Cost Analysis & Service Delivery Planning:** Demonstrates expertise in identifying, organizing, planning & allocating resources. Demonstrates ability to make budget adjustments to meet objectives. Demonstrates ability to use materials and space effectively.
- Relationships:** Proven track record of holding regular meetings with staff & affected chapters to discuss plans and issues and resolve problems. Demonstrates ability to interact with high ranking officials in the community.
- Complex Problem Solving:** Demonstrates ability to involve appropriate others in managing problems and conflict. Ability to acquire and evaluate information.
- Technical & Systems Knowledge:** Demonstrates proficiency in Communications systems & procedures. Demonstrates experience in supervising.
- Directs Work:** Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent:** Developing people to meet both their career goals and the organization's goals.
- Being Resilient:** Rebounding from setbacks and adversity when facing difficult situations.
- Meets competencies, qualifications and required training for all previous positions in the GAP track.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work outdoors in inclement weather |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
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| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Crawl on the floor or ground | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |

Training
Required:

- All required DST/CM/SV training
- Disaster Services Technology: Hands on Equipment Training (EDGE: ILT 3 days)

Group/Activity/Position: DST/NT/SA Disaster Services Technology/Networking/Service Associate	Revised 12-31-20																
Purpose: The purpose of Disaster Services Technology is to provide communications, technology and support to individuals and work sites on a disaster relief operation. The role of the Networking Service Associate is to complete assigned tasks using internet protocol, networking and related technologies, including Windows networking, network attached printers, WiFi, routers and switches and the fundamentals of twisted pair Ethernet cabling.																	
Key Responsibilities: <ul style="list-style-type: none"> • Retrieve and sort information and reports for Networking. • Use internet protocol networking and related technologies, including Windows networking, network attached printers, WiFi, routers and switches and the fundamentals of twisted pair Ethernet cabling. • Set up, maintain, take down DRO networks, printers, routers and switches. • Troubleshoot equipment and systems. 																	
Qualifications: <ul style="list-style-type: none"> <input type="checkbox"/> Demonstrates good organizational skills. <input type="checkbox"/> Ability to participate and contribute in regular meetings. <input type="checkbox"/> Demonstrates ability to involve appropriate others in managing problems and conflict. <input type="checkbox"/> Ability to acquire and evaluate information. <input type="checkbox"/> Demonstrates skills in Networking systems and procedures. <input type="checkbox"/> Ability to follow written procedures and verbal instructions, to ask questions and communicate results. <input type="checkbox"/> Has work or volunteer experience in one or more segments of the network industry such as system or network administration, Viasat installer, etc. <input type="checkbox"/> Customer Focus <input type="checkbox"/> Building strong customer relationships and delivering customer-centric solutions. <input type="checkbox"/> Action Oriented <input type="checkbox"/> Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm. <input type="checkbox"/> Values Differences: Recognizing the value that different perspectives and cultures bring to an organization. Physical Capacity (Red Cross will consider accommodation): <table border="0"> <tr> <td><input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift</td> <td><input type="checkbox"/> Work outdoors in inclement weather</td> </tr> <tr> <td><input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift</td> <td><input type="checkbox"/> Work in extreme heat and/or humidity</td> </tr> <tr> <td><input type="checkbox"/> Stand for two-hour periods</td> <td><input type="checkbox"/> Work in extreme cold</td> </tr> <tr> <td><input type="checkbox"/> Walk on uneven terrain</td> <td><input type="checkbox"/> Able to step up/down 18 inches</td> </tr> <tr> <td><input type="checkbox"/> Walk for two miles during a shift</td> <td><input type="checkbox"/> Speak clearly on phone and in person</td> </tr> <tr> <td><input type="checkbox"/> Bend or stoop multiple times a shift</td> <td><input type="checkbox"/> Able to work in stressful work conditions</td> </tr> <tr> <td><input type="checkbox"/> Crawl on the floor or ground</td> <td><input type="checkbox"/> Able to work on a computer</td> </tr> <tr> <td><input type="checkbox"/> Able to use ladder or step-stool</td> <td><input type="checkbox"/> Drive in day time and at night</td> </tr> </table>		<input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift	<input type="checkbox"/> Work outdoors in inclement weather	<input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift	<input type="checkbox"/> Work in extreme heat and/or humidity	<input type="checkbox"/> Stand for two-hour periods	<input type="checkbox"/> Work in extreme cold	<input type="checkbox"/> Walk on uneven terrain	<input type="checkbox"/> Able to step up/down 18 inches	<input type="checkbox"/> Walk for two miles during a shift	<input type="checkbox"/> Speak clearly on phone and in person	<input type="checkbox"/> Bend or stoop multiple times a shift	<input type="checkbox"/> Able to work in stressful work conditions	<input type="checkbox"/> Crawl on the floor or ground	<input type="checkbox"/> Able to work on a computer	<input type="checkbox"/> Able to use ladder or step-stool	<input type="checkbox"/> Drive in day time and at night
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Training Required: <ul style="list-style-type: none"> <input type="checkbox"/> Disaster Cycle Services: An Overview (EDGE: English WBT 1 hr / Spanish WBT / English and Spanish ILT/VILT 2 hrs) <input type="checkbox"/> Concept of Operations Basics (EDGE: English VID 30 min / Spanish VID 24 mins / English & Spanish ILT 1 hr) <i>To receive credit, mark video complete after viewing</i> <input type="checkbox"/> Deployment Fundamentals (EDGE: WBT 30 min) Not required for local geographic Disaster Responder availability. <input type="checkbox"/> Mission Cards – Cardholder Overview (EDGE: English VID 14 min / Spanish VID 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. <i>To receive credit, be sure to mark the video complete when you've finished.</i> <input type="checkbox"/> Disaster Services Technology Overview Workshop (EDGE: WBT) <i>or equivalent retired VILT</i> 																	



Group/Activity/Position:

DST/NT/SV

Disaster Services Technology/Networking/Supervisor

Revised:
12-31-2020

Purpose:

The purpose of the Networking activity is to provide DRO workers with reliable connectivity, systems, etc. The Networking Supervisor leads assigned workers in the provision of these services enabling mission accomplishment.

Key Responsibilities:

- Request, receive, inventory, track and return networking supplies and equipment on DRO.
- Provides, monitors and troubleshoot connectivity, back up and synchronization to DRO systems.
- Provide information to workers regarding network configuration and utilization.
- Lead team in completing responsibilities to coach and develop workers

Qualifications:

- Commitment to tasks and Red Cross Disaster mission.
- Familiarity with or ability to use and troubleshoot PC technology including PC hardware, Microsoft Windows and Microsoft Office.
- Punctuality
- Leadership & Team Building: Demonstrates good organizational skills
- Successful Work Performance Review in Networking from more than one Region DRO.
- Demonstrates proficiency in evaluating performance & providing feedback.
- Demonstrates ability to use reports as decision making tools.
- Demonstrates experience and knowledge of Networking procedures
- Cost Analysis & Service Delivery Planning: Demonstrates proficiency in identifying, organizing, planning & allocating resources.
- Demonstrates ability to make budget adjustments to meet objectives.
- Demonstrates ability to use materials and space effectively.
- Relationships: Proven track record of holding regular meetings with staff & affected chapters to discuss plans and issues and resolve problems.
- Demonstrates ability to interact with high ranking officials in the community.
- Complex Problem Solving: Demonstrates ability to involve appropriate others in managing problems and conflict.
- Ability to acquire and evaluate information.
- Technical & Systems Knowledge: Demonstrates proficiency in Networking systems & procedures.
- Demonstrates experience in supervising.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work outdoors in inclement weather |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Crawl on the floor or ground | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- All required DST/CO/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT/VILT 5 hrs) [Click this link for equivalency option.](#)
- Disaster Services Technology Customer Service Workshop (EDGE: [WBT](#) 1 hr) or equivalent retired VILT

Continued



Required:

- Disaster Services Technology Networking Workshop (EDGE: [VID 1.25 hrs](#)) or equivalent retired VILT
- Disaster Services Technology Computer Operations Workshop (EDGE: [VID 1 hr](#)) or equivalent retired VILT
- Disaster Services Technology Communications Workshop (EDGE: [VID 57 mins](#)) or equivalent retired VILT
- Disaster Services Technology Information Management System Training (EDGE: [VID 1.75 hrs](#)) or equivalent retired VILT
- Disaster Services Technology: The First 48 Hours of a DRO (EDGE: [VID 1 hr](#)) or equivalent retired VILT

Group/Activity/Position:
DST/NT/MN
Disaster Services Technology/Networking/Manager
Revised:
06-29-2020

Purpose:

Ability to retrieve and sort information and reports for Networking and to explain purpose, content and capability of systems to assigned staff. Ability to train, delegate, mentor and motivate Supervisors based on a clear understanding of all technical concepts involved. Conversant in DST terminology.

Key Responsibilities:

- **Leadership & Team Building:** Ability to envision, design & lead a diverse team of supervisors by developing a Networking unit which includes affected chapter workers. Ability to provide appropriate support, feedback and recognition. Ability to motivate team building. Ability to sit or stand for long periods of time and to adapt to long irregular hours and frequent schedule changes.
- **Cost Analysis & Service Delivery Planning:** Ability to implement Service Delivery Planning and to ensure activities in Networking unit are efficient and cost-effective. Ability to write a clear, concise service delivery plan. Ability to develop the Recovery Plan based on the assessment and share with affected chapters. Ability to turn functional requirements from OM and all groups and activities into an effective service delivery plan.
- **Relationships:** Ability to build effective relationships with units and individuals who can help with work related goals.
- **Complex Problem Solving:** Ability to monitor and correct performance and to manage conflict. Is able to spot problems early on and to take needed action so that flow and service delivery are not impacted.
- **Technical & Systems Knowledge:** Ability to retrieve and sort information and reports for Networking and to explain purpose, content and capability of systems to assigned staff. Ability to train, delegate, mentor and motivate Supervisors based on a clear understanding of all technical concepts involved. Conversant in DST terminology. Ability to understand Internet Protocol networking & related technologies.

Qualifications:

- Leadership & Team Building:** Demonstrates strong organizational skills: Successful Work Performance Review in Communications from more than one Multi-Chapter level DRO. Demonstrates expertise in evaluating performance & providing feedback. Demonstrates ability to use reports as decision making tools.
- Cost Analysis & Service Delivery Planning.** Demonstrates expertise in identifying, organizing, planning & allocating resources.
- Demonstrates ability to make budget adjustments to meet objectives. Demonstrates ability to use materials and space effectively.
- Relationships:** Proven track record of holding regular meetings with staff & affected chapters to discuss plans and issues and resolve problems. Demonstrates ability to interact with high ranking officials in the community.
- Complex Problem Solving:** Demonstrates ability to involve appropriate others in managing problems and conflict. Ability to acquire and evaluate information.
- Technical & Systems Knowledge:** Demonstrates proficiency in Networking systems & procedures. Demonstrates experience in supervising.
- Directs Work:** Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent:** Developing people to meet both their career goals and the organization's goals.
- Being Resilient:** Rebounding from setbacks and adversity when facing difficult situations.
- Meets competencies, qualifications and required training for all previous positions in the GAP track.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> <i>Lift/Carry 20 lb. Multiple times/shift</i> | <input type="checkbox"/> <i>Work outdoors in inclement weather</i> |
| <input type="checkbox"/> <i>Lift/Carry 50 lb. Multiple times/shift</i> | <input type="checkbox"/> <i>Work in extreme heat and/or humidity</i> |
| <input type="checkbox"/> <i>Stand for two-hour periods</i> | <input type="checkbox"/> <i>Work in extreme cold</i> |
| <input type="checkbox"/> <i>Able to safely assist clients with activities of daily living</i> | <input type="checkbox"/> <i>Able to step up/down 18 inches</i> |
| <input type="checkbox"/> <i>Walk on uneven terrain</i> | <input type="checkbox"/> <i>Speak clearly on phone and in person</i> |
| <input type="checkbox"/> <i>Walk for two miles during a shift</i> | <input type="checkbox"/> <i>Able to work in extreme emotional conditions</i> |
| <input type="checkbox"/> <i>Bend or stoop multiple times a shift</i> | <input type="checkbox"/> <i>Able to work in stressful work conditions</i> |
| <input type="checkbox"/> <i>Crawl on the floor or ground</i> | <input type="checkbox"/> <i>Able to work on a computer</i> |
| <input type="checkbox"/> <i>Able to use ladder or step-stool</i> | <input type="checkbox"/> <i>Drive in day time and at night</i> |

Training
Required:

- All required DST/NT/SV training
- Disaster Services Technology: Hands on Equipment Training (EDGE: ILT 3 days)



Group/Activity/Position:

DST/CS/SA

Disaster Services Technology/Customer Service/Service Associate

Revised:
12-31-20

Purpose:

The purpose of Disaster Services Technology is to provide communications, technology and support to individuals and work sites on a disaster relief operation. The role of the Customer Service Service Associate is to retrieve and sort information and reports for Customer Service. Experience in using Microsoft Office (Excel, Word, and Access).

Key Responsibilities:

- Leadership & Team Building: Ability to work as a team player and to motivate others in team building. Ability to lead others as required. Ability to follow written procedures and verbal instructions, to ask questions and communicate results. Possesses organizational skills, especially the ability to concentrate and multi-task in a fast paced, chaotic environment. Able to sit or stand for long periods of time and adapt to long, irregular hours and frequent schedule changes.
- Relationships: Ability to build effective relationships with units and individuals who can help with work related goals. Ability to interact with personnel in a friendly and professional manner, understand the situation presented and follow through with solutions.
- Complex Problem Solving: Ability to monitor and correct performance and to manage conflict. Is able to spot problems early on and to take needed action so that flow and service delivery are not impacted.
- Technical & Systems Knowledge: Ability to retrieve and sort information and reports for Customer Service. Experience in using Microsoft Office (Excel, Word, and Access).

Qualifications:

- Leadership & Team Building: Demonstrates good organizational skills. Demonstrated these skills in any procedure-oriented role at the chapter, on a DRO or equivalent.
- Relationships: Ability to participate and contribute in regular meetings. Demonstrated customer service skills through client contact in chapter work or in a support role on a DRO.
- Complex Problem Solving: Demonstrates ability to involve appropriate others in managing problems and conflict. Ability to acquire and evaluate information.
- Technical & Systems Knowledge: Demonstrates skills in Customer Service systems & procedures. Has personal, work or volunteer experience using word processing and spreadsheet applications.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Take on new opportunities and tough challenges with a sense of urgency, high energy & enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work outdoors in inclement weather |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
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| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Crawl on the floor or ground | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Disaster Services Technology Overview Workshop (EDGE: [WBT](#)) *or equivalent retired VILT*

Group/Activity/Position:

DST/CS/SV

Disaster Services Technology/Customer Service/Supervisor

 Revised:
12-31-2020

Purpose:

The purpose of the Customer Service Supervisor is to provide DRO workers with information, support and instructions in the use of DRO technology to ensure technology resources are maximized and user friendly enabling workers to meet the mission.

Key Responsibilities:

- Request, receive, inventory, track and return computer supplies and equipment on DRO.
- Provide computer equipment to workers.
- Monitor, track, use and troubleshoot PC technology including PC hardware, Microsoft Windows and Microsoft Office on DRO at various sites.
- Provide information to workers regarding computer equipment.
- Lead team in completing responsibilities to coach and develop workers.

Qualifications:

- Punctuality
- Commitment to tasks and Red Cross Disaster mission.
- Familiarity with or ability to use and troubleshoot PC technology including PC hardware, Microsoft Windows and Microsoft Office.
- Leadership & Team Building: Demonstrates good organizational skills
- Successful Work Performance Review in Computer Operations from more than one Region DRO.
- Demonstrates ability to use reports as decision making tools.
- Demonstrates experience and knowledge of Computer Operations procedures
- Cost Analysis & Service Delivery Planning: Demonstrates proficiency in identifying, organizing, planning & allocating resources.
- Demonstrates ability to make budget adjustments to meet objectives.
- Demonstrates ability to use materials and space effectively.
- Relationships: Proven track record of holding regular meetings with staff & affected chapters to discuss plans and issues and resolve problems.
- Demonstrates ability to interact with high ranking officials and vendors in the community.
- Complex Problem Solving: Demonstrates ability to involve appropriate others in managing problems and conflict.
- Ability to acquire and evaluate information.
- Technical & Systems Knowledge: Demonstrates proficiency in Computer Operations systems & procedures.
- Demonstrates experience in supervising.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work outdoors in inclement weather |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
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| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Crawl on the floor or ground | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |

Training
Required:

- All required DST/CO/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT/VILT 5 hrs) [Click this link for equivalency option.](#)
- Disaster Services Technology Customer Service Workshop (EDGE: [WBT](#) 1 hr) or equivalent retired VILT
- Disaster Services Technology Networking Workshop (EDGE: [VID](#) 1.25 hrs) or equivalent retired VILT
- Disaster Services Technology Computer Operations Workshop (EDGE: [VID](#) 1 hr) or equivalent retired VILT
- Disaster Services Technology Communications Workshop (EDGE: [VID](#) 57 mins) or equivalent retired VILT
- Disaster Services Technology Information Management System Training (EDGE: [VID](#) 1.75 hrs) or equivalent retired VILT
- Disaster Services Technology: The First 48 Hours of a DRO (EDGE: [VID](#) 1 hr) or equivalent retired VILT



Group/Activity/Position:

DST/CS/MN

Disaster Services Technology/Customer Service/Manager

Revised:
06-29-2020

Purpose:

Ability to retrieve and sort information and reports for Communications and to explain purpose, content and capability of systems to assigned staff. Ability to train, delegate, mentor and motivate Supervisors based on a clear understanding of all technical concepts involved. Conversant in DST terminology.

Key Responsibilities:

- Leadership & Team Building: Ability to envision, design & lead a diverse team of supervisors by developing a Customer Service unit which includes affected chapter workers. Ability to provide appropriate support, feedback and recognition. Ability to motivate team building
- Cost Analysis & Service Delivery Planning: Ability to implement Service Delivery Planning and to ensure activities in Customer Service unit are efficient and cost-effective. Ability to write a clear, concise service delivery plan. Ability to develop the Recovery Plan based on the assessment and share with affected chapters. Ability to turn functional requirements from OM and all groups and activities into an effective service delivery plan.
- Relationships: Ability to build effective relationships with units and individuals who can help with work related goals.
- Complex Problem Solving: Ability to monitor and correct performance and to manage conflict. Is able to spot problems early on and to take needed action so that flow and service delivery are not impacted.
- Technical & Systems Knowledge: Ability to retrieve and sort information and reports for Customer Service and to explain purpose, content and capability of systems to assigned staff. Ability to train, delegate, mentor and motivate Supervisors based on a clear understanding of all technical concepts involved. Conversant in DST terminology.

Qualifications:

- Leadership & Team Building: Demonstrates strong organizational skills. Successful Work Performance Review in Customer Service from more than one Multi-Chapter level DRO. Demonstrates expertise in evaluating performance & providing feedback. Demonstrates ability to use reports as decision making tools.
- Cost Analysis & Service Delivery Planning: Demonstrates expertise in identifying, organizing, planning & allocating resources. Demonstrates ability to make budget adjustments to meet objectives. Demonstrates ability to use materials and space effectively.
- Relationships: Proven track record of holding regular meetings with staff & affected chapters to discuss plans and issues and resolve problems. Demonstrates ability to interact with high ranking officials in the community.
- Complex Problem Solving: Demonstrates ability to involve appropriate others in managing problems and conflict. Ability to acquire and evaluate information.
- Technical & Systems Knowledge: Demonstrates proficiency in Customer Service systems & procedures. Demonstrates experience in supervising.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.
- Meets competencies, qualifications and required training for all previous positions in the GAP track.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work outdoors in inclement weather |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Crawl on the floor or ground | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- All required DST/CS/SV training
- Disaster Services Technology Hands on Equipment Training (EDGE: ILT 3 days)



Group/Activity/Position:

DST/GEN/MN

Disaster Services Technology/Generalist/Manager

Revised:
3-6-2021

Purpose:

The purpose of Disaster Services Technology is to provide communications, technology and support to individuals and work sites on a disaster relief operation. The DST Generalist Manager ensures DST workers successfully complete assigned tasks, strategically represent the group in leadership meetings.

Key Responsibilities:

- Maintain consistent contact with DST team and District/DRO leadership.
- Ensure responses to requests for information or resources as soon as possible and maintain follow up.
- Ensure all work sites have appropriate coverage, technology and communication as requested to provide service delivery and support.
- Provide support, feedback and recognition to DST team.
- Submit timely and accurate information and reports.

Qualifications:

- Demonstrates strong organizational skills.
- Successful WPR in more than one DST Activity from more than one Region DRO.
- Demonstrates proficiency in evaluating performance & providing feedback.
- Demonstrates ability to use reports as decision making tools.
- Demonstrates expertise in identifying, organizing, planning & allocating resources.
- Demonstrates ability to make budget adjustments to meet objectives.
- Demonstrates ability to use materials and space effectively.
- Demonstrates ability to interact with high ranking officials and vendors in the community.
- Demonstrates ability to involve appropriate others in managing problems and conflict.
- Ability to acquire and evaluate information.
- Demonstrates expertise in all DST Activities systems & procedures.
- Demonstrates expertise in all American Red Cross computer and server technologies.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work outdoors in inclement weather |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Crawl on the floor or ground | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- All required DST/All DST Activities/SV Training
- Disaster Services Technology: Hands on Equipment Training (EDGE: ILT 3 days)



Group/Activity/Position:

DST//CH Disaster Services Technology//Chief

Revised:
06-29-2020

Purpose:

Ability to retrieve and sort information and reports and to explain purpose, content and capability of systems to assigned staff. Able to manage DST equipment life cycle on a Level 4 or higher DRO to order, track, deploy & recover resources. Currently in DRO positions. Experience in the Manager position establishing the DRO network that includes at least one ViaSat, multiple sites supported with 50 or more computers at each location.

Key Responsibilities:

- Leadership & Team Building: Ability to envision, design & lead a diverse team of managers by developing a Disaster Services Technology unit which includes affected chapter workers. Ability to provide appropriate support, feedback and recognition. Ability to motivate team building. Ability to plan, support and coordinate DST in across different geographical or district models. Should have been a Manager in at least two DST activities.
- Cost Analysis & Service Delivery Planning: Ability to ensure activities in Disaster Services Technology are efficient and cost-effective as Managers plan and implement Service Delivery Planning.
- Relationships: Ability to build effective relationships with units and individuals who can help with work related goals.
- Complex Problem Solving: Ability to monitor and correct performance and to manage conflict. Is able to spot problems early on and to take needed action so that flow and service delivery are not impacted.
- Technical & Systems Knowledge: Ability to retrieve and sort information and reports and to explain purpose, content and capability of systems to assigned staff. Able to manage DST equipment life cycle on a Level 4 or higher DRO to order, track, deploy & recover resources. Currently in DRO positions. Experience in the Manager position establishing the DRO network that includes at least one ViaSat, multiple sites supported with 50 or more computers at each location.

Qualifications:

- Leadership & Team Building: Demonstrates strong organizational skills. Successful Work Performance Review in DST as manager/supervisor in more than one Multi-chapter level DROs & recommended for promotion. Demonstrates expertise in evaluating performance & providing feedback. Demonstrates ability to use reporting tools to make decisions. Prior managerial experience.
- Cost Analysis & Service Delivery Planning: Demonstrates expertise in identifying, organizing, planning & allocating resources. Demonstrate ability to make budget adjustments to meet objectives. Demonstrates ability to use materials and space effectively. Demonstrates working knowledge of cost factors in DST. Inclusion of Managers in Service Delivery Process.
- Relationships: Proven track record of holding regular meetings with staff & DRO leadership to discuss plans and issues and resolve problems.
- Complex Problem Solving: Demonstrates ability to involve appropriate personnel in managing problems and conflict. Ability to acquire and evaluate information
- Technical & Systems Knowledge: Successfully completed 75% of all tasks on the OJT activity task completion sheet. Demonstrated understanding of strategic planning & asset allocation across multiple large & complex DROs.
- Drives Engagement: Creating a climate where people are motivated to do their best to help the organization achieve its objectives.
- Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies.
- Manages Ambiguity: Operating effectively, even when things are not certain or the way forward is not clear.
- Meets competencies, qualifications and required training for all previous positions in the GAP track.

Physical Capacity (Red Cross will consider accommodation):

- Walk on uneven terrain
- Walk for two miles during a shift
- Bend or stoop multiple times a shift
- Crawl on the floor or ground
- Able to use ladder or step-stool
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Able to step up/down 18 inches
- Speak clearly on phone and in person
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- Required training in one Disaster Services Technology Manager Activity.

Group/Activity/Position:

 Revised:
6-24-2021

ER/CEP/SA External Relations/Community Engagement & Partnerships/Service Associate

Purpose:

The purpose of Community Engagement and Partnerships (CEP) is to work with external organizations to build capacity, coordinate activities, integrate expertise, and provide channels to reach all disaster affected communities, particularly traditionally underserved populations. The role of this worker is to assist with the implementation of the CEP plan.

Key Responsibilities:

- Engages organizations and groups with their CEP Team according to the service delivery plan.
- Serves as a liaison to other units within the DRO.
- Attends NGO and private sector meetings and training sessions in conjunction with the affected area.
- Promotes regional engagement in community convening and coordination efforts.
- Supports regional development of holistic effective, diverse and inclusive partnerships.
- Provides support to multi-agency collaborative efforts and partner activities.
- Implements Community Engagement (mobilization) and Partnerships Standards and Procedures and job tools (under development).
- Models appropriate behavior and treats all workers with respect and dignity at all times.
- Briefs Community Engagement and Partnerships Supervisors on status of community engagement and partnerships activities.

Qualifications:

- Results oriented, client and integrity focused
- Ability to display tact, political acumen and diplomacy in difficult or sensitive situations
- Ability to negotiate compromise and tolerate ambiguity, particularly to meet sudden and unpredictable needs
- Demonstrated ability to maintain confidentiality
- Ability to implement Community Engagement (Mobilization) and Partnerships Standards and Procedures and job tools (under development)
- Proficient in Word, Excel
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme heat and/or humidity | |

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) / ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Partner Engagement Essentials (EDGE: [WBT](#) 30 mins)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mass Care: An Overview (EDGE: [WBT](#) 30 min / ILT 3.5 hrs)
- IS-100 Introduction to the Incident Command System ([FEMA](#) 2 hrs)

Recommended:

- Shelter Fundamentals v2 (EDGE: English [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / English ILT/VILT 1.5 hrs / Spanish ILT/VILT 2 hrs)
- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)
- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)
- In-Kind Donations on Disaster Relief Operations Fundamentals (EDGE: [WBT](#) 45 min / ILT 3 hrs)
- Public Affairs Essentials (EDGE: [WBT](#) 30 min)
- IS-288 The Role of Volunteer Agencies in Emergency Management ([FEMA](#) 1 hr)
- Mobilize the Community Overview (EDGE: [WBT](#) 25 min)

Group/Activity/Position:

ER/CEP/SV

External Relations/Community Engagement & Partnerships/Supervisor

 Revised:
4-28-2021

Purpose:

The purpose of CEP is to develop, plan and coordinate with the DRO in response and recovery to 1) find and facilitate the delivery of resources to meet client's and community needs, and 2) Integrate partners into the DRO to assist with RC service delivery. Effective, cooperative and collaborative working relationships with communities and partners are critical components of a successful relief operation.

The purpose is to build capacity, coordinate activities, integrate external expertise, and provide channels to reach all disaster affected communities, particularly traditionally under-served populations.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Prioritizes and implements partnership interaction, outreach, and strategies for their CEP team
- Establishes relationships with and serves as a liaison to other units within the DRO
- Represents the DRO at NGO and private sector meetings and training sessions in conjunction with the host region
- Provides guidance to Community Partnerships team for the purpose of executing the community partnerships plan
- Promotes regional engagement in community convening and coordination efforts
- Supports regional development of holistic effective, diverse and inclusive partnerships
- Provides support to multi-agency collaborative efforts and partner engagement activities
- Mentors and develops a cadre of field liaisons
- Implements and ensures assigned workers implement Community Engagement (Mobilization) and Partnerships Standards and Procedures and job tools (under development)
- Conducts regular and effective meetings
- Models appropriate behavior and treats all workers with respect and dignity at all times
- Briefs Community Engagement and Partnerships Manager on status of community engagement and partnerships activities

Qualifications:

- Technical knowledge of Community Engagement and Partnerships
- Demonstrated skills in facilitation, conflict resolution and relationship development/management
- Experience in working directly with interagency collaborations, community organizations and internally
- Knowledge of disaster cycle service, disaster operations, service delivery and worker supervision
- Demonstrates excellent writing and strong verbal presentation skills for internal and external audiences
- Ability to learn and strategically apply doctrine and standards and procedures quickly and conversantly with internal and external partners in a disaster response environment
- Results oriented, client and integrity focused
- Ability to display tact, political acumen and diplomacy in difficult or sensitive situations
- Ability to proactively solve problems, innovate, work independently and cultivate a team environment
- Ability to work with individuals from diverse cultural and political backgrounds
- Ability to negotiate compromise and tolerate ambiguity, particularly to meet sudden and unpredictable needs
- Demonstrated ability to maintain confidentiality
- Ability to implement and ensure assigned workers implement Community Engagement (Mobilization) and Partnerships Standards and Procedures and job tools (under development)
- Ability to write a Situation Report on a DRO
- Proficient in Word, Excel
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme heat and/or humidity | |

Continued



Training

Required:

- All required ER/CEP/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)
- Facilitative Leadership for Mobilizing the Community (EDGE: ILT / VILT 7.5 hrs)
- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)
- Multi-Agency Resource Center Basics (EDGE: [WBT](#) 45 min)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) 4 hrs)
- IS-288 The Role of Voluntary Agencies in Emergency Management ([FEMA](#) 1 hr)
- IS-650 Building Partnerships with Tribal Governments ([FEMA](#) 2 hrs)

Recommended

- Event Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol (EDGE: [VID](#) 17min)
- Disaster Program Management Fundamentals (EDGE: ILT / 2.5 days)
- Feeding Fundamentals v2 (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.25 hrs / English ILT/VILT 1.5 / Spanish ILT/VILT 2 hrs)
- Incident Reporting Fundamentals (EDGE: [WBT](#) 1 hr)

Group/Activity/Position:

ER/CEP/MN

External Relations/Community Engagement & Partnerships/Manager

 Revised:
3-6-2021

Purpose:

The purpose of the Community Engagement and Partnerships (CEP) Manager is to build capacity, coordinate activities, integrate external expertise, and provide channels to reach all disaster affected communities, particularly traditionally underserved populations. CEP develops, plans and coordinates with the DRO in response and recovery to 1) find and facilitate the delivery of resources to meet client's and community needs, and 2) Integrate partners into the DRO to assist with RC service delivery. Effective, cooperative and collaborative working relationships with communities and partners are critical components of a successful relief operation.

Key Responsibilities:

- Prioritizes and implements partnership and other community organizations, outreach, and strategies following the community engagement and partnerships plan.
- Establishes relationships with and serves as a liaison to other units within the DRO.
- Represents the DRO at NGO and private sector meetings, conferences, seminars and training sessions in conjunction with the host region.
- Provides guidance to Community Partnerships team for the purpose of executing the community partnerships plan.
- Promotes regional engagement in community convening and coordination efforts including incorporating local workers into the CEP activity.
- Supports regional development of holistic effective, diverse and inclusive partnerships.
- Provides support leadership to multi-agency collaborative efforts and partner engagement activities.
- Mentors and develops assigned workers.
- Conducts regular and effective meetings.
- Models appropriate behavior and treats all workers with respect and dignity at all times.
- Briefs Community Engagement and Partnerships Chief and operations on status of partner engagement.

Qualifications:

- Expert technical knowledge of Community Engagement and Partnerships.
- Demonstrated skills in community organizing, facilitation, conflict resolution and relationship development/management.
- Experience in working directly with interagency collaborations, community organizations and internally.
- Knowledge of disaster cycle service, disaster operations, service delivery and worker supervision.
- Demonstrates excellent writing and strong verbal presentation skills for internal and external audiences through various media.
- Ability to learn and strategically apply doctrine and standards and procedures quickly and conversantly with internal and external partners in a disaster response environment.
- Ability to build and continually evolve processes, results oriented, client and integrity focused.
- Ability to display tact, political acumen and diplomacy in difficult or sensitive situations.
- Ability to proactively solve problems, innovate, work independently and cultivate a team environment.
- Ability to work with individuals from diverse cultural and political backgrounds.
- Ability to negotiate compromise and tolerate ambiguity, particularly to meet sudden and unpredictable needs.
- Demonstrated ability to maintain confidentiality.
- Ability to implements and ensures assigned workers implement Community Engagement (Mobilization) and Partnerships Standards and Procedures and job tools (under development).
- Proficient in Word, Excel and PowerPoint.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme heat and/or humidity | |

Continued



Training

Required:

- All required ER/CEP/SV training
- Relationship Management Skills (EDGE: ILT 3.5 hrs)
- Disaster Public Affairs for National Relief Operations (EDGE: ILT 5 hrs)

Recommended:

- Disaster Spiritual Care: Introduction (EDGE: [WBT](#) 45 min)
- Government Operations Fundamentals (EDGE: ILT 6.5 / VILT 5 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) 6 hrs)
- IS-235 Emergency Planning ([FEMA](#) 5 hrs)



Group/Activity/Position:

ER/CEP/CH

External Relations/Community Engagement and Partnerships/Chief

Revised:
3-6-2021

Purpose:

The purpose of CEP is to develop, plan and coordinate with the DRO in response and recovery to 1) find and facilitate the delivery of resources to meet client's and community needs, and 2) Integrate partners into the DRO to assist with RC service delivery. Effective, cooperative and collaborative working relationships with communities and partners are critical components of a successful relief operation. The purpose is to build capacity, coordinate activities, integrate external expertise, and provide channels to reach all disaster affected communities, particularly traditionally under-served populations.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Provides planning and oversight for engaging partners, and other community organizations for service delivery.
- Coordinates with Operations and Planning to determine partner and community engagement for operational needs.
- Establishes relationships with and serves as a liaison to other units within the DRO and to the DOCC
- Represents the DRO at NGO and private sector meetings, conferences, seminars and training sessions in conjunction with the host region
- Provides leadership and guidance to CEP team for the purpose of executing the community engagement and partnerships plan
- Promotes regional engagement in community convening and coordination efforts including incorporating local workers into the CEP activity
- Supports regional development of holistic effective, diverse and inclusive partnerships
- Provides support leadership to multi-agency collaborative efforts and partner engagement activities
- Leads, mentors and develops a cadre of field liaisons
- Coordinates within the DRO and National Headquarter to ensure national partners are integrated into relief operations
- Implements and ensures assigned workers implement Community Engagement (Mobilization) and Partnerships Standards and Procedures and job tools (under development)
- Conducts regular and effective meetings
- Models appropriate behavior and treats all workers with respect and dignity at all times

Qualifications:

- Expert technical knowledge of Community Engagement and Partnerships
- Demonstrated skills in community organizing, facilitation, conflict resolution and relationship development/management
- Experience in working directly with senior level management, interagency collaborations, elected officials and leadership representatives of community organizations and internally
- Knowledge of disaster cycle service, disaster operations, service delivery and worker supervision
- Demonstrates excellent writing and strong verbal presentation skills for internal and external audiences through various media
- Ability to learn and strategically apply doctrine and standards and procedures quickly and conversantly with internal and external partners in a disaster response environment
- Ability to build and continually evolve processes, results oriented, client and integrity focused
- Ability to display tact, political acumen and diplomacy in difficult or sensitive situations
- Ability to proactively solve problems, innovate, work independently and cultivate a team environment
- Ability to work with individuals from diverse cultural and political backgrounds
- Ability to negotiate compromise and tolerate ambiguity, particularly to meet sudden and unpredictable needs
- Proficient in Word, Excel and PowerPoint
- Drives Engagement: Creating a climate where people are motivated to do their best to help the organization achieve its objectives.
- Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies.
- Manages Ambiguity: Operating effectively, even when things are not certain or the way forward is not clear.
- Meets competencies, qualifications and required training for all previous positions in the GAP track.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme heat and/or humidity | |

Continued



Training

Required:

- All required ER/CEP/MN training
- IS-230 Fundamentals of Emergency Management ([FEMA](#) 6 hrs)
- IS-235 Emergency Planning ([FEMA](#) 5 hrs)
- Government Operations Fundamentals (EDGE: ILT 6.5 hrs / VILT 5 hrs)
- Public Affairs Essentials ([WBT](#) 30 min)

Group/Activity/Position:
ER/GO/SA
External Relations/Government Operations/Service Associate
Revised:
3-6-2021

Purpose:

The Government Operations Service Associate acts as the direct daily (if appropriate) contact with government partners, generally in an Emergency Operations Center or other coordination center, during a disaster relief operation. GOs are responsible for ensuring Red Cross actions are aligned with, supportive of, and complementary to government. They effectively represent the Red Cross to external partners, manage internal and external expectations, establish and monitor situational awareness, and seek, collect, evaluate and communicate critical information. GO SAs, especially in an EOC, have the overarching responsibility of building trust and fostering collaboration between the Red Cross and government partners.

Key Responsibilities:

- Maintain consistent contact with government and Red Cross operation.
- Represent Red Cross appropriately in assigned EOC.
- Gather and share essential information from government to Red Cross operation and from Red Cross operation to government within reporting timeline.
- Maintain situational awareness of the disaster as well as government operations reported in EOC and Red Cross operations reports through DRO and provide periodic situational updates to each.
- Respond to and support development of requests for information or resources as soon as possible and maintain follow up.
- Serve as the mass care/ESF 6 subject matter expert and lead and/or contribute to planning and reporting.
- Assist in developing holistic and seamless disaster cycle plans (i.e. mass care) in partnership and in-sync with government.
- Understand Red Cross long-term recovery service delivery plan and communicate to key government and NGO partners.

Qualifications:

- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.
- Good organizational skills, responsible, and punctual.
- Demonstrates active listening skills.
- Demonstrates evidence of previous work or volunteer experience in a collaboration role.
- Ability to submit accurate, concise, and timely information and verbal or written reports to the assigned supervisor and/or others as required or requested.
- Ability to participate and contribute in regular meetings.
- Demonstrates ability to interact with officials in the community.
- Demonstrates ability to involve appropriate others in managing problems and conflict.
- Ability to acquire the electronic emergency management software utilized by the EOC to log activities, submit reports, post documents, etc.
- Proficient knowledge of Microsoft Windows platforms, especially Excel and Word.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme cold | |

Training
Required:

- Disaster Cycle Services: An Overview(EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) / ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) *Not required for local geographic Disaster Responder availability.*
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) *Not required for local geographic Disaster Responder availability. To receive credit, be sure to mark the video complete when you've finished.*

Continued



Required:

- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)
- Government Operations Fundamentals (EDGE: ILT 6.5 hrs / VILT 5 hrs)
- Government Operations Center Liaison Fundamentals (EDGE: [WBT](#) 45 min)
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)
- Shelter Fundamentals v2 (EDGE: English [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / English ILT/VILT 1.5 hrs / Spanish ILT/VILT 2 hrs)
- Public Affairs Essentials (EDGE: [WBT](#) 30 min)
- IS-100 Introduction to the Incident Command System ([FEMA](#) 2 hrs)
- IS-700 An Introduction to the National Incident Management System ([FEMA](#) 3.5 hrs)
- IS-800 National Response Framework, An Introduction ([FEMA](#) 3 hrs)

Recommended:

- Mass Care: An Overview (EDGE: [WBT](#) 30 min / ILT 3.5 hrs)
- Incident Reporting Fundamentals (EDGE: [WBT](#) 1 hr)
- Disaster Assessment Fundamentals v.2 ([WBT](#) 1 hr / ILT 3.5 hrs)
- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)
- Mobilize the Community Overview (EDGE: [WBT](#) 25 min)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) 4 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) 6 hrs)
- IS-368 Including People with Disabilities and Others with Access and Functional Needs in Disaster Operations ([FEMA](#) 2 hrs)
- IS-405 Overview of Mass Care/Emergency Assistance ([FEMA](#) 1 hr)



Group/Activity/Position:

Revised:
3-6-2021

ER/GO/SV

External Relations/Government Operations/Supervisor

Purpose:

The role of the Government Operations Supervisor (GO SV) is to support and manage assigned staff. GO SVs act as a conduit between the GOs in the EOCs and the Red Cross district or DRO. GOs are responsible for ensuring Red Cross actions are aligned with, supportive of, and complementary to government. They effectively represent the Red Cross to external partners, manage internal and external expectations, establish and monitor situational awareness, and seek, collect, evaluate and communicate critical information. GO SVs, especially in a District model, ensure that all government partners and EOCs in the affected or adjacent areas have appropriate coverage and communication from Red Cross. They ensure that consistent, up-to-date information and messaging is being shared to and from government as well as to and from Red Cross leadership.

Key Responsibilities:

- Maintain consistent contact with GO team and District/DRO leadership.
- Respond to and support development of requests for information or resources as soon as possible and maintain follow up.
- Identifies government partners and EOC work sites, personnel requirements and resource support required, ensuring that all government partners and EOCs in the affected or adjacent areas have appropriate coverage and communication from Red Cross.
- Provide support, feedback and recognition to GO team; as much as possible, mitigating issues/concerns for GOs in EOCs that limit their effectiveness.
- Coordinates resource support for liaisons through Staff Services, Logistics and DST.
- Submit timely and accurate information and reports (i.e. ICS 204 - Work Assignments) to GO MN and/or District/DRO Leadership.

Qualifications:

- Building Effective Teams: Creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.
- Personal Learning: Picks up on the need to change personal, interpersonal and managerial behavior quickly; watches others for their reactions to his/her performance and adjusts; seeks feedback.
- Informing: Provides the information people need to know to do their jobs and to feel good about being a member of the team; sets clear expectations; deals with problems in a timely manner; regularly reviews individual performance and holds timely discussions.
- Relationships: Ability to build effective relationships with units and individuals who can help with work related goals.
- Complex Problem Solving: Ability to monitor and correct performance and to manage conflict. Is able to spot problems early on and to take needed action so that flow and service delivery are not impacted.
- Technical & Systems Knowledge: Ability to retrieve and sort information and reports for Government Operations and to explain purpose, content and capability of systems to assigned staff.
- Meets competencies, qualifications and required training for all previous positions in the GAP track.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme cold | |

Training

Required

- All required ER/GO/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)

Continued



Required:

- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)
- Mass Care: An Overview (EDGE: [WBT](#) 30 min / ILT 3.5 hrs)
- Incident Reporting Fundamentals (EDGE: [WBT](#) 1 hr)
- Disaster Assessment Fundamentals v.2 ([WBT](#) 1 hr / ILT 3.5 hrs)
- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)
- Mobilize the Community Overview (EDGE: [WBT](#) 25 min)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) 4 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) 6 hrs)
- IS-368 Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations ([FEMA](#) 2 hrs)
- IS-405 Mass Care/Emergency Assistance Overview ([FEMA](#) 1 hr)

Recommended:

- Mass Care Management (EDGE: ILT / VILT 8 hrs)
- Multi-Agency Resource Center Basics (EDGE: [WBT](#) 45 min)
- IS-235 Emergency Planning ([FEMA](#) 5 hrs)
- IS-241 Decision Making and Problem Solving ([FEMA](#) 2 hrs)
- IS-288 Role of Volunteer Agencies in Emergency Management ([FEMA](#) 1 hr)
- ICS 300 Intermediate Incident Command System for Expanding Incidents ([FEMA](#) ILT 3 days)
- IS-650 Building Partnerships with Tribal Governments ([FEMA](#) 2 hrs)
- IS-2200 Basic Emergency Operations Center functions ([FEMA](#) 4 hrs)
- IS-2900 National Disaster Recovery Framework Overview ([FEMA](#) WBT 3 hrs)



Group/Activity/Position:

ER/GO/MN

External Relations/Government Operations/Manager

Revised:
4-28-2021

Purpose:

The role of the Government Operations Manager (GO MN) is to manage the overall partnership with government and ensure consistent communication and information sharing across the DRO to support the Red Cross operation and align with government. The GO MN ensures that the Government Operations Supervisors have the resources and support to maintain appropriate communication and coverage of all government partners and EOCs in the affected or adjacent areas. They also ensure that the Districts and DRO HQ are appropriately staffed to ensure Red Cross actions are aligned with, supportive of, and complementary to government; effectively represent the Red Cross to external partners; manage internal and external expectations, establish and monitor situational awareness, and seek, collect, evaluate and communicate critical information. They ensure that consistent, up-to-date information and messaging is being shared to and from government as well as to and from Red Cross leadership.

Key Responsibilities:

- Maintain consistent contact with GO team and District/DRO leadership.
- Respond to and support development of requests for information or resources as soon as possible and maintain follow up.
- Ensure all government partners and EOCs in the affected or adjacent areas have appropriate coverage and communication from Red Cross.
- Provide support, feedback and recognition to GO team.
- Submit timely and accurate information and reports to managers and District/DRO Leadership.

Qualifications:

- Delegation: Clearly and comfortably delegates tasks and decisions; broadly shares responsibility and accountability; trusts people to perform; lets direct reports finish their own work.
- Directing Others: Is good at establishing clear directions; sets stretching objectives; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two-way dialogue with others on work and results; brings out the best in people; is a clear communicator.
- Composure: is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during stressful times; is a settling influence in a crisis.
- Meets competencies, qualifications and required training for all previous positions in the GAP track.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme cold | |

Training

Required

- All required ER/GO/SV training
- Mass Care Management (EDGE: ILT / VILT 8 hrs)
- Multi-Agency Resource Center Basics (EDGE: [WBT](#) 45 min)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)
- IS-235 Emergency Planning ([FEMA](#) 5 hrs)
- IS-241 Decision Making and Problem Solving ([FEMA](#) 2 hrs)
- IS-288 The Role of Volunteer Agencies in Emergency Management ([FEMA](#) 1 hr)
- IS-650 Building Partnerships with Tribal Governments ([FEMA](#) 2 hrs)
- IS-2200 Basic Emergency Operations Center Functions ([FEMA](#) 4 hrs)
- IS-2900 National Disaster Recovery Framework Overview ([FEMA](#) WBT 3 hrs)

Continued



Recommended:

- Facilitative Leadership for Mobilizing the Community (EDGE: ILT / VILT 7.5 hrs)
- Disaster Response Management Simulation (EDGE: ILT 13 hrs)
- Mass Casualty Incident Response Basics (EDGE: [WBT](#) 1.25 hrs)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 1 hr)
- RC View National Shelter System Leadership (EDGE: VILT 2 hrs)
- IS-120 An Introduction to Exercises ([FEMA](#) 5 hrs)
- IS-240 Leadership and Influence ([FEMA](#) 3 hrs)
- IS-242 Effective Communication ([FEMA](#) 8 hrs)
- IS-244 Developing and Managing Volunteers ([FEMA](#) 4 hrs)
- ICS 300 Intermediate Incident Command System for Expanding Incidents ([FEMA](#) ILT 3 days)



<p>Group/Activity/Position: ER/GO/CH External Relations/Government Operations/Chief * (Not Yet Published)</p>	<p>Revised: 06-29-2020</p>
<p>Purpose:</p>	
<p>Key Responsibilities:</p>	
<p>Qualifications:</p>	
<p>Training Training requirements for this group/activity/position are not yet available</p>	



Group/Activity/Position:

ER/FR/SA

External Relations/Fundraising/Service Associate

Revised:
8-17-20

Purpose:

The role of the Fundraising Service Associate is to fill any basic fundraising gap that the impacted region requests. This is a position that can be filled by fundraising volunteer or employee. Often, they support administrative tasks, answering phones and responding to core and spontaneous donor requests.

Key Responsibilities:

- Supporting regional disaster fundraising strategy and tactics, and helping local fundraisers achieve revenue targets. Use of Regional DFRAP.
- Soliciting unrestricted funds to help cover the expected cost of the disaster relief operation. As directed, soliciting restricted funds.
- Ensuring fundraising solicitation matches donor intent.
- Communication with donors during solicitation, answering their inquiries, follow up, thank you and recognition.
- Accurate reporting of asks, pledges and funds received.

Qualifications:

- Can be Red Cross Fundraising volunteer or employee.
- Proficient at building effective relationships with units and individuals who can help with work related goals.
- Experience with database management.
- Experience with customer service.
- Proficient at anticipating, recognizing and resolving potential donor issues.
- Proficient at adapting messaging and fundraising tactics as a result of changes in service delivery or fundraising strategy.
- Ability to escalate problems to appropriate leaders.
- As needed, experience using Salesforce database.
- Ensuring that self and all workers follow current Disaster Fundraising standards and procedures and job tools while performing all tasks.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Work in extreme heat and/or humidity
- Speak clearly on phone and in person
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) / ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*

Recommended:

- Disaster Fundraising: In-Person DFRAP Training (ILT 5 hrs)

Group/Activity/Position:

ER/FR/SV

External Relations/Fundraising/Supervisor

 Revised:
12-3-2020

Purpose:

The role of the Fundraising Supervisor is to support the impacted region with higher level fundraising needs after a disaster strikes, such as supporting a telethon or third party fundraising. They can also help local fundraisers with major gift asks to donors, support local disaster fundraising strategy, and interact as needed with board and DRO leadership in order to localize fundraising realities and demographics. Essentially they fill any fundraising gap that the DRO requests a need for.

Key Responsibilities:

- Supporting regional disaster fundraising strategy and tactics, and helping local fundraisers achieve revenue targets. Use of Regional DFRAP.
- Soliciting unrestricted funds to help cover the expected cost of the disaster relief operation. As directed, soliciting restricted funds.
- Ensuring fundraising solicitation matches donor intent.
- Communication with donors during solicitation, answering their inquiries, follow up, thank you and recognition.
- Accurate reporting of asks, pledges and funds received.

Qualifications:

- Must be Red Cross Fundraising employee.
- Developing, implementing fundraising plan and ensuring fundraising activities are efficient and cost-effective.
- Proficient at building effective relationships with units and individuals who can help with work related goals.
- Experience at recognizing and solving problems and managing conflict.
- Proficient at anticipating, recognizing and resolving potential donor issues.
- Proficient at adapting messaging and fundraising tactics as a result of changes in service delivery or fundraising strategy.
- Ability to escalate problems to appropriate leaders.
- Experience using Salesforce database.
- Supervising workers in assigned location including setting schedules, days off, daily job assignment, and completing work performance evaluations
- Ensuring that self and all workers follow current Disaster Fundraising standards and procedures and job tools while performing all tasks.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.
- Builds Effective Teams
- Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Work in extreme heat and/or humidity
- Speak clearly on phone and in person
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training
Required:

- All required ER/FR/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)

Recommended:

- Disaster Fundraising: In-Person DFRAP Training (ILT 5 hrs)

Group/Activity/Position:

ER/FR/MN

External Relations/Fundraising/Manager

 Revised:
06-29-2020

Purpose:

The role of the Fundraising Manager is to support the impacted region with higher level fundraising needs after a disaster strikes, such as leading a telethon or third-party fundraising. They can also help local fundraisers with major gift asks to donors, support local disaster fundraising strategy, and interact as needed with board and DRO leadership in order to localize fundraising realities and demographics. Essentially, they fill any fundraising gap that the region requests a need for.

Key Responsibilities:

- Supporting regional disaster fundraising strategy and tactics, and helping local fundraisers achieve revenue targets. Use of Regional DFRAP.
- Soliciting unrestricted funds to help cover the expected cost of the disaster relief operation. As directed, soliciting restricted funds.
- Ensuring fundraising solicitation matches donor intent.
- Communication with donors during solicitation, answering their inquiries, follow up, thank you and recognition.
- Accurate reporting of asks, pledges and funds received.

Qualifications:

- Must be Red Cross Fundraising employee.
- Developing, implementing fundraising plan and ensuring fundraising activities are efficient and cost-effective.
- Proficient at building effective relationships with units and individuals who can help with work related goals.
- Experience at recognizing and solving problems and managing conflict.
- Proficient at anticipating, recognizing and resolving potential donor issues.
- Proficient at adapting messaging and fundraising tactics as a result of changes in service delivery or fundraising strategy.
- Ability to escalate problems to appropriate leaders.
- Experience using Salesforce database.
- Supervising workers in assigned location including setting schedules, days off, daily job assignment, and completing work performance evaluations.
- Ensuring that self and all workers follow current Disaster Fundraising standards and procedures and job tools while performing all tasks.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Work in extreme heat and/or humidity
- Speak clearly on phone and in person
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training
Required:

- All required ER/FR/SV training

Recommended:

- Disaster Fundraising: In-Person DFRAP Training (EDGE: ILT 5 hrs)



Group/Activity/Position:

ER/PA/SA

External Relations/Public Affairs/Service Associate

Revised:
6-24-2021

Purpose:

The purpose of this position is to support the disaster public affairs activity portion of the service delivery plan.

Key Responsibilities:

- May be assigned to public affairs on call;
- Provide direct support to the disaster public affairs leadership on the operation;
- Document the Red Cross response through helping support content creation of photography, video and writing;
- Attend meetings as directed by the disaster public affairs leadership;
- Use good time management, people skills, and stress reduction techniques; • • Other duties as assigned to support the goals of the relief operation and the Red Cross mission.

Qualifications:

- Disaster public affairs service associates are expected to have a broad base of knowledge and skills that will help them to be an effective member of the public affairs team. They should have an understanding of communications and public relations skills and have experience working in fast paced environments.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Bend or stoop multiple times a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- Disaster Cycle Services: an Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) / ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Public Affairs Essentials (EDGE: [WBT](#) 30 min)
- Disaster Public Affairs – Media Relations (EDGE: ILT/VILT 2 hrs)
- Disaster Public Affairs – Visual Storytelling (EDGE: ILT/VILT 2 hrs)
- Disaster Public Affairs – Writing for Red Cross (EDGE: ILT/VILT 2 hrs)
- Shelter Fundamentals v2 (EDGE: English [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / English ILT/VILT 1.5 hrs / Spanish ILT/VILT 2 hrs)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)
- IS-29 Public Information Officer Awareness ([FEMA](#) 7 hrs)



Group/Activity/Position:

ER/PA/SV

External Relations/Public Affairs/Supervisor

Revised:
06-29-2020

Purpose:

The purpose of this position is to supervise a work unit and be key in driving the public affairs strategy.

Key Responsibilities:

- Provide direct support to the disaster public affairs leadership on the operation;
- Help establish, maintain and close the relief operation;
- Document the Red Cross response through content creation;
- Attend meetings as directed by the disaster public affairs leadership;
- Use good time management, people skills, and stress reduction techniques;
- Other duties as assigned to support the goals of the relief operation and the Red Cross mission.

Qualifications:

- Disaster public affairs supervisors are expected to have a broad base of knowledge and skills that will help them to be an effective member of the public affairs team. They should have an understanding of communications and public relations skills and have experience working in fast paced environments.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.
- Meets competencies, qualifications and required training for all previous positions in the GAP track.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Bend or stoop multiple times a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- All required ER/PA/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)
- Disaster Public Affairs for National Relief Operations (EDGE: ILT 5 hrs)
- IS-100 Intro to the Incident Command System (FEMA 2 hrs)
- IS-700 An Introduction to the National Incident Management System (FEMA 3.5 hrs)
- IS-800 National Response Framework an Introduction (FEMA 3 hrs)



Group/Activity/Position:

ER/PA/MN

External Relations/Public Affairs/Manager

Revised:
06-29-2020

Purpose:

The purpose of this position is to oversee the work of the supervisors and service associates, and are subject matter experts within the disaster public affairs activity.

Key Responsibilities:

- Provide direct support to the relief operation leadership in the area of public affairs;
- Participate in planning, organizing, staffing and directing the disaster relief operation, according to the expectations of the assistant director;
- Ensure adequate disaster public affairs staff are available, requested, oriented, inducted, trained and assigned to carry out the service delivery plan and allow for good management of staff to cover meetings, days off, etc
- Help establish, maintain and close the relief operation, and other duties outlined in Disaster Public Affairs Activity Manual.

Qualifications:

- Disaster public affairs managers are expected to have a wide range of knowledge and skills that will help them complete DRO assignments effectively. In addition to public affairs and management experience, managers must have a record of deployment in disaster public affairs on national disaster relief operations.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.
- Meets competencies, qualifications and required training for all previous positions in the GAP track.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Bend or stoop multiple times a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- All required ER/PA/SV training
- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)

Recommended:

- Disaster Public Affairs Management (EDGE: ILT / VILT 4 hrs) *Please note, this course is currently available by invitation only and is not open for general registration.*

Group/Activity/Position:

ER/PA/CH

External Relations/Public Affairs/Chief

 Revised:
12-31-2020

Purpose:

The purpose of this position is to be a subject matter expert, lead the activity and work within the operations management team.

Key Responsibilities:

- Provide direct support to the relief operation leadership in the area of public affairs;
- Participate in planning, organizing, staffing and directing the disaster relief operation, according to the expectations of the assistant director or director;
- Attend meetings as directed by the assistant director or director; and
- Other duties outlined in Disaster Public Affairs Activity Manual.

Qualifications:

- A disaster public affairs chief is expected to have a wide range of knowledge and skills that will help them complete DRO assignments effectively. In addition to public affairs and management experience, a chief must have a successful record of deployment in disaster public affairs on national DROs.
- Drives Engagement: Creating a climate where people are motivated to do their best to help the organization achieve its objectives.
- Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies.
- Manages Ambiguity: Operating effectively, even when things are not certain or the way forward is not clear.
- Meets competencies, qualifications and required training for all previous positions in the GAP track.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Bend or stoop multiple times a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training
Required:

- All required ER/PA/MN training
- IS-240 Leadership and Influence ([FEMA](#) 3 hrs)
- Disaster Fundraising: In-Person DFRAP Training (EDGE: ILT 5 hrs)

Recommended:

- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 1 hr)
- RC View National Shelter System Leadership (EDGE: VILT 2 hrs)



Group/Activity/Position:	Revised: 06-29-2020
ER/APAT/SA	External Relations/Advanced Public Affairs Team/Service Associate
Purpose:	
Key Responsibilities:	
Qualifications:	
Training	
Training is managed directly by NHQ Disaster Public Affairs at national headquarters. For more information, contact Disaster.PublicAffairs@redcross.org .	



Group/Activity/Position:		Revised:
ER/APAT/SV	External Relations/Advanced Public Affairs Team/Supervisor	06-29-2020
Purpose:		
Key Responsibilities:		
Qualifications:		
Training		
Training is managed directly by NHQ Disaster Public Affairs at national headquarters. For more information, contact Disaster.PublicAffairs@redcross.org .		



<p>Group/Activity/Position: ER/APAT/MN External Relations/Advanced Public Affairs Team/Manager</p>	<p>Revised: 06-29-2020</p>
<p>Purpose:</p>	
<p>Key Responsibilities:</p>	
<p>Qualifications:</p>	
<p>Training Training is managed directly by NHQ Disaster Public Affairs at national headquarters. For more information, contact Disaster.PublicAffairs@redcross.org.</p>	



Group/Activity/Position:	Revised: 06-29-2020
FIN//MN	Finance//Manager
Purpose:	
Deploy to Disaster Relief Operations and provide testing of financial controls. Monitoring specific financial areas of control environment such as purchasing, warehousing and financial assistance. This will be accomplished using tools, checklists, processes and procedures of the American Red Cross.	
Key Responsibilities:	
<ul style="list-style-type: none"> • Exemplify the tone set by the AD-Finance for engagement of workforce in which disaster responders are motivated, dedicated to service excellence and held fiscally accountable for their actions. • Work with the Finance A/D on the operation (or Chief if position is filled on the operation) to identify those areas with the greatest financial control risk. • Perform review and monitoring of financial controls on the DRO. • Work collaboratively with any other Finance Managers on the operation to ensure that all financial control testing is performed. • Monitoring specific financial areas of control environment such as purchasing, warehousing and financial assistance. • Documenting control review results on the Finance Manager checklist. • Provide guidance to DRO staff on controls by ensuring that Finance is seen as finding solutions and not hindrances to delivery of service. • Adhere to all finance policies, procedures and practices of the American Red Cross. • Perform related duties as assigned required to fulfill the Mission of the American Red Cross. 	
Qualifications:	
<ul style="list-style-type: none"> <input type="checkbox"/> Comprehensive understanding of financial control environments. <input type="checkbox"/> Ability to exercise sound judgement in complex situations with competing interests. <input type="checkbox"/> Strong oral and written communication skills. <input type="checkbox"/> Demonstrates adaptability to constantly changing situations with flexible and creative approaches. <input type="checkbox"/> Ability to take direction from an offsite supervisor and to manage various stakeholder interests while not hindering the organization's ability to deliver services. <input type="checkbox"/> Complete the American Red Cross Disaster Services Finance DRO Finance training program. <input type="checkbox"/> Intermediate proficiency with MS Office software, including Word, Excel, PowerPoint, One Drive and Outlook. <input type="checkbox"/> Familiarity with federal, state and local employment laws. <input type="checkbox"/> Directs Work: Providing direction, delegating, and removing obstacles to get work done. <input type="checkbox"/> Develops Talent: Developing people to meet both their career goals and the organization's goals. <input type="checkbox"/> Being Resilient: Rebounding from setbacks and adversity when facing difficult situations. 	
Physical Capacity (Red Cross will consider accommodation):	
<ul style="list-style-type: none"> <input type="checkbox"/> <i>Work in extreme heat and/or humidity</i> <input type="checkbox"/> <i>Speak clearly on phone and in person</i> <input type="checkbox"/> <i>Able to work in stressful work conditions</i> <input type="checkbox"/> <i>Able to work on a computer</i> <input type="checkbox"/> <i>Drive in day time and at night</i> 	
Training	
Training is managed directly by Finance at national headquarters. For more information, contact DisasterServicesFinance@redcross.org .	



Group/Activity/Position:

FIN//CH Finance//Chief

Revised:
06-29-2020

Purpose:

The purpose of this position is to Deploy to Disaster Relief Operations as part of the management team. The position is responsible for representing the broader Disaster Services Finance (DSF) team views and serving as intermediary between the Finance AD and Finance Managers

Key Responsibilities:

- Exemplify the tone set by the Job Director for engagement of workforce in which disaster responders are motivated, dedicated to service excellence and held fiscally accountable for their actions.
- Assume a leadership finance position within the Disaster Services Finance team in support of large-scale disaster operations. Work with the Finance AD to support the development of a coordinated service delivery plan, ensuring plan details are captured as part of the operation's variable budget.
- Support the Finance AD in the development of the operation's variable budget.
- Support discussions regarding the performance tools (variable job budget versus actual).
- Direct the individual(s) assigned to reviewing and monitoring the financial control environment. Monitoring specific financial areas of control environment such as purchasing, warehousing and financial assistance. This will be accomplished using tools, checklists, processes and procedures of the American Red Cross. The position is responsible for escalating unresolved issues regarding the financial control environment to the Finance AD.
- Support the Finance AD in the finance/admin activity through the planning, approval, implementation and management of recovery program including the development of the recovery budget, aligning the financial control environment and affiliated financial controls with recovery service delivery plan and ensuring all DSF, reputation and legal concerns are addressed from a finance/admin perspective.
- Provide leadership and support to assigned staff by promoting a creative working environment which drives innovation and stimulates development of the disaster responder knowledge base.
- Adhere to all finance policies, procedures and practices of the American Red Cross.
- Perform related duties as assigned required to fulfill the Mission of the American Red Cross.

Qualifications:

- Prior deployment on a level 4 or higher Disaster Relief Operation as a Finance Manager or higher.
- Bachelor's degree or equivalent experience.
- 2-3 years of progressive experience working in a finance/admin leadership role or equivalent. Track record of leadership results in non-profit and/or for-profit organizations.
- Ability to take direction from an offsite supervisor and to manage various stakeholder interests while not hindering the organization's ability to deliver services.
- 1-2 years staff management experience or equivalent. Demonstrated ability to develop effective work teams and build consensus within the organization and the community. Experience in collaborative approaches to achieving organizational success.
- Drives Engagement: Creating a climate where people are motivated to do their best to help the organization achieve its objectives.
- Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies.
- Manages Ambiguity: Operating effectively, even when things are not certain or the way forward is not clear.

Physical Capacity (Red Cross will consider accommodation):

- Work in extreme heat and/or humidity
- Speak clearly on phone and in person
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Training is managed directly by Finance at national headquarters. For more information, contact DisasterServicesFinance@redcross.org.

Group/Activity/Position:

 Revised:
6-24-2021

IDC/DHS/SA Individual Disaster Care/Disaster Health Services/Service Associate
Purpose:

Disaster Health Services Service Associate is a temporary position assigned to work in person before, during and/or after a disaster event this hurricane/wildfire season. Volunteers in this role provide assistance and healthcare to shelter residents as needed.

Key Responsibilities:

- Provide hands on care for shelter clients to include but not limited to assistance with activities of daily living, wound care, incontinence care, assistance with functional needs.
- Provide health education, health assessments and determination if a higher level of care is needed.
- Assist clients to replace medications, durable medical equipment or consumable medical supplies.
- Advocate for client needs with Disaster Health Services supervisor.
- Support maternal and child needs as necessary.
- Complete required virtual self-paced training for position

Qualifications:
Required Qualifications:

- A current, unencumbered license** in at least one of the following professions:
 - Registered Nurse (RN)
 - Licensed Practical Nurse (LPN)
 - Licensed Vocational Nurse (LVN)
 - Emergency Medical Technician (EMT)*
 - Paramedic*
 - Medical Doctor (MD)
 - Doctor of Osteopathy (DO)
 - Physician Assistant (PA)
 - Nurse Practitioner (NP)
 - Advanced Practice Registered Nurse (APRN)
- Minimum 18 years of age
- Willing and able to volunteer in person in a COVID -19 disaster shelter before, during and/or after a disaster event
- Availability to sign up for shifts on consecutive days (shifts may be 4, 8 or 12 hours long)
- Willing to complete 4 hours of virtual self-paced training required for position

RC Care Role
Individual Disaster Care
Training
Required:

- Disaster Cycle Services: An Overview (EDGE: [English WBT](#) 1 hr / [Spanish WBT](#) 1.5 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 mins / Spanish [VID](#) 24 mins / English and Spanish [ILT/VILT](#))
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) *Not required for local geographic Disaster Responder availability.*
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English [ILT](#) or Spanish [ILT](#) 1 hr) *Not required for local geographic Disaster Responder availability. To receive credit, be sure to mark the video complete when you've finished.*
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / [ILT](#) 4.5 hrs / English [VILT](#) & Spanish [VILT](#) 3 hrs)
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish [ILT/VILT](#) 1 hr)
- Disaster Health Services Fundamentals 1 (EDGE: [WBT](#) 1 hr) *Required for all new DHS workers as of 3/7/19.*
- Disaster Health Services Fundamentals 2 (EDGE: [WBT](#) 90 min) *Required for all new DHS workers as of 3/7/19.*
- Disaster Health Services Simulation (EDGE: [ILT](#) 3.5 hrs / [VILT](#) 1.5 hrs) *Required for all new DHS workers as of 2/17/18.*
- Serving Shelter Clients during COVID-19 (EDGE: [VID](#) 31 mins / [VILT](#) 1 hr) *or equivalent COVID-19 Shelter Assignments (retired) AND Sheltering in a COVID Environment (retired)*
- Client Care Program Overview (EDGE: [WBT](#) 20 mins / Spanish [WBT](#) 30 mins)
- Client Care Program: Disaster Client Intake (EDGE: [WBT](#) 2.25 hrs)
- Client Care Program: Conducting Follow-Up (EDGE: [VID](#) 40 mins / English [VILT](#) 45 mins / Spanish [VILT](#) 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Client Care Program: Providing Referrals (EDGE: [VID](#) 42 mins / English [VILT](#) 45 mins / Spanish [VILT](#) 1.5 hrs) *To receive credit for the video, mark it complete after viewing*

Continued



Required:

- Providing and Documenting Individual Disaster Care Services with RC Care (EDGE: [VID](#) 2.25 hrs / English and Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Maintain certification in Red Cross Basic Life Support or CPR/AED for the Professional Rescuer (American Heart Association). For Red Cross coupon information go to [Training Services Classes for Red Cross Employees and Registered Volunteers](#) on The Exchange.

Recommended:

- Reunification Fundamentals (EDGE: [WBT](#) 1 hr)
- Shelter Fundamentals v2 (EDGE: [English WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / English and Spanish ILT/VILT)
- Staff Wellness Fundamentals (EDGE: ILT 1.5 hrs)
- Disaster Action Team Fundamentals (EDGE: [WBT](#) 1.5 hrs / ILT 3.5 hrs)
- Mass Casualty Incident Response Basics (EDGE: [WBT](#) 1.25 hrs)
- Integrated Care Condolence Team Fundamentals (EDGE: ILT 4 hrs)
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs)



Group/Activity/Position:

IDC/DHS/SV Individual Disaster Care/Disaster Health Services/Supervisor

Revised:
3-22-2021

Purpose: Disaster Health Services Supervisor is a temporary position assigned to work in person before, during and/or after a disaster event this hurricane/wildfire season.

The purpose of this role is to lead a team of Disaster Health Services responders to provide health services care to shelter clients. This role will act as the liaison from the Disaster Health Services team to the shelter manager. Advocacy for client needs is a primary purpose of this role.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Lead team of licensed healthcare professionals
- Act as liaison for DHS team with shelter manager
- Assist DHS service associates with documentation and data gathering (including C-MIST interview).
- Communicate access and functional needs of clients to shelter manager
- Provide hands on care as necessary, including assistance with activities of daily living, wound care, incontinence care, health assessments, health education, and determination that a higher level of care is needed for client
- Observation and health screening for COVID-19 like illness for all shelter clients daily
- Lead the management of an isolation care area.
- Complete required virtual self-paced training for position (8 hours total)

Qualifications:

Required:

- A current, unencumbered license in at least one of the following professions:
 - Registered Nurse (RN)
 - Licensed Practical Nurse (LPN)
 - Licensed Vocational Nurse (LVN)
 - Emergency Medical Technician (EMT)*
 - Paramedic*
 - Medical Doctor (MD)
 - Doctor of Osteopathy (DO)
 - Physician Assistant (PA)
 - Nurse Practitioner (NP)
 - Advanced Practice Registered Nurse (APRN)
- Minimum 18 years of age
- Willing and able to work in person in a COVID -19 disaster shelter before, during and/or after a disaster event
- Availability to sign up for shifts on consecutive days (shifts may be 4, 8 or 12 hours long)
- Willing to complete 8 hours of virtual self-paced training required for position
- Experience as a charge nurse, EMS team lead or physician

RC Care Role

Individual Disaster Care

Training

Required:

- All required IDC/DHS/SA Training
- Reunification Fundamentals (EDGE: [WBT](#) 1 hr)
- Shelter Fundamentals v2 (EDGE: [English WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / English and Spanish [ILT/VILT](#))
- Staff Wellness Fundamentals (EDGE: [ILT](#) 1.5 hrs)
- Integrated Care Condolence Team Fundamentals (EDGE: [ILT](#) 4 hrs)
- Mass Casualty Incident Response Basics (EDGE: [WBT](#) 1.25 hrs)
- Supervising the Disaster Workforce (EDGE: [ILT](#) 8 hrs)
- Concept of Operations 3.0 Management (EDGE: [ILT/VILT](#) 5 hrs) [Click this link for equivalency option.](#)
- Maintain certification in Red Cross Basic Life Support or CPR/AED for the Professional Rescuer (American Heart Association). For Red Cross coupon information go to [Training Services Classes for Red Cross Employees and Registered Volunteers](#) on The Exchange.

Recommended:

- Mass Care: An Overview (EDGE: [WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- Performance Evaluation Preparation for Supervisors (EDGE: [VID](#) 20 mins / [ILT](#) 1 hr) *To receive credit for the video, mark it complete after viewing*

Continued



Recommended

- Recommended training for those interest in being Disaster Health Services Simulation Instructors:
- Basic Instructor Fundamentals ([WBT](#) 1.5 hrs)
- Basic Instructor Specialty Training ([ILT](#) 8 hrs)
- Virtual Instructor Specialty Training ([VILT](#) 3.5 hrs / [Spanish VILT](#) 3.5 hrs)
- Disaster Course Simulation Facilitator Fundamentals ([WBT](#) 45 mins / [ILT](#) 45 mins / [VILT](#) 45 mins)



Group/Activity/Position:

IDC/DHS/MN

Individual Disaster Care/Disaster Health Services/Manager

Revised:
3-22-2021

Purpose:

The role of the Disaster Health Services Manager is to serve as a member of a temporary work unit on a disaster relief operation to provide disaster health services support to individuals and families who have been impacted by a disaster, and to provide supervision and management of the Disaster Health Services team assigned to the operation.

Key Responsibilities:

- Responsibilities and expectations include but are not limited to:
 - Mentor and supervise supervisors, service associates and care assistant providers assigned to them.
 - Provision of disaster health services to individual clients, including client assessment, provision of hands-on care per scope of license for RN and LPN/LVN or provide care as delegated by RN and LPN/LVN, assistance with activities of daily living (ADLs), coordination of personal assistance services, education, assistance to replace medications, durable medical equipment (DME) or consumable medical supplies (CMS).
- Collaborate with other functions in providing services at service delivery sites, including outreach activities, emergency aid station activities, integrated care condolence activities
- Facilitate long-term recovery for clients by providing disaster health services support, support during the casework and recovery planning process, and referrals to higher level of care
- Provide staff health support as necessary.
- Assist the local region or territory in developing partnerships with local healthcare organizations.

Qualifications:

- Active unencumbered license: RN.
- Retired RN license will be accepted, if & only if, the state issuing the license allows full scope of practice for volunteer work
- Management skills with ability to coordinate both internal and external relationships
- Good organizational skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated ability to implement Standards & Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community members in a clear, compassionate manner
- Demonstrated ability to involve appropriate others in managing problems and conflict
- Ability to acquire, evaluate, and report information accurately
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|--|---|
| <input type="checkbox"/> Lift/Carry 20 lb Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Able to safely assist clients with activities of daily living | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |

RC Care Role

Individual Disaster Care

Training

Required:

- All required IDC/DHS/SV training
- Mass Care: An Overview (EDGE: [WBT](#) 30 min / ILT 3.5 hrs)
- Mass Casualty Incident Response Management (EDGE: ILT 4 hrs / VILT 2.75 hrs)
- Mass Casualty Incident Response Management Simulation (EDGE: ILT 4 hrs)
- Maintain certification in Red Cross Basic Life Support or CPR/AED for the Professional Rescuer (American Heart Association). For Red Cross coupon information go to [Training Services Classes for Red Cross Employees and Registered Volunteers](#) on The Exchange.

Continued



Recommended:

- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)
- Shelter Resident Transition for those working in a Shelter (EDGE: VID 11 mins) *To receive credit for the video, mark it complete after viewing*
- Event-Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol (EDGE: [VID 17 mins](#)) *To receive credit for the video, mark it complete after viewing*
- Performance Evaluation Preparation for Supervisors (EDGE: [VID 20 mins](#) / ILT 1 hr) *To receive credit for the video, mark it complete after viewing*
- Disaster Response Management Simulation (EDGE: ILT 16 hrs)
- Recommended training for those interest in being Disaster Health Services Simulation Instructors:
 - Basic Instructor Fundamentals ([WBT 1.5 hrs](#))
 - Basic Instructor Specialty Training ([ILT 8 hrs](#))
 - Virtual Instructor Specialty Training ([VILT 3.5 hrs](#) / [Spanish VILT 3.5 hrs](#))
 - Disaster Course Simulation Facilitator Fundamentals ([WBT 45 mins](#) / [ILT 45 mins](#) / [VILT 45 mins](#))
- IS-100 Introduction to the Incident Command System ([FEMA WBT 2 hrs](#))
- IS-200 Basic Incident Command System for Initial Response ([FEMA WBT 4 hrs](#))
- IS-700 An Introduction to the National Incident Management System ([FEMA WBT 3.5 hrs](#))
- IS-800 National Response Framework, An Introduction ([FEMA WBT 3 hrs](#)) or equivalent hospital incident command system training



<p>Group/Activity/Position: IDC/DHS/AC Individual Disaster Care/Disaster Health Services - Ancillary Care</p>	<p>Revised: 6-24-21</p>
<p>Purpose: This position provides direct client support under the supervision of a Red Cross registered nurse (RN) and may be filled by either LCV or EBV during response operations.</p>	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Responsible for providing direct client assistance with activities of daily living (ADL) and other activities requiring personal care assistance within a Red Cross managed shelter under the direct supervision of a registered nurse (RN). Ancillary Care staff will also report any medical, mental health, or functional and access needs observed to their direct DHS supervisor. Support Staff may also assist with taking vital signs and supporting the DHS team as requested. • Ancillary Care staff do not make clinical decisions regarding care and must follow the guidance of the registered nurse. • A Pharmacist (R.Ph., Pharm. D.) with an active state license may be assigned to support Disaster Health Services shelter operations with client medication replacement, information, education, guidance, “coaching” clients about their medications and facilitating communication with client’s primary care provider or pharmacy under the direct supervision of a Registered Nurse. • Note: Ancillary Care staff may not be deployed across state lines. Medical students and nursing students may be assigned to an Operation if they have residency in an affected area regardless of their school location with current student ID required. 	
<p>Qualifications: Ancillary Care staff may not be deployed across state lines. Medical students and nursing students may be assigned to an Operation if they have residency in an affected area regardless of their school location with current student ID required.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Current active, unrestricted certification by the volunteer' home state of residency as a Certified Nursing Assistant (CNA), Patient Care Assistant (PCA), or certified Home Health Assistant/Aide (HHA). <input type="checkbox"/> Student nurses or medical school students with an active student identification that indicates current enrollment in an accredited school of nursing, medical school, or school of osteopathy. Students must wear identification indicating they are a student and the school they are affiliated with. <input type="checkbox"/> A Pharmacist with an active, unencumbered state license as a Registered Pharmacist (R.Ph. or Pharm.D.). <p>Physical Requirements: <i>Not yet published.</i></p>	
<p>Training</p> <p>Required</p> <ul style="list-style-type: none"> <input type="checkbox"/> Disaster Cycle Services: An Overview (EDGE: English WBT 1 hr / Spanish WBT 1.5 hrs / English and Spanish ILT/VILT 2 hrs) <input type="checkbox"/> Everyone is Welcome (EDGE: WBT 45 min / English and Spanish ILT/VILT 1 hr) <input type="checkbox"/> Maintain certification in Red Cross Basic Life Support or CPR/AED for the Professional Rescuer (American Heart Association). For Red Cross coupon information, go to Training Services Classes for Red Cross Employees and Registered Volunteers on The Exchange. <p>Recommended</p> <ul style="list-style-type: none"> <input type="checkbox"/> Disaster Action Team Fundamentals (EDGE: WBT 1 hr 30 min / ILT/VILT 3.5 hrs) <input type="checkbox"/> Psychological First Aid: Helping Others in Times of Stress (EDGE: WBT 1 hr / Spanish WBT 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs) <input type="checkbox"/> Shelter Fundamentals v2 (EDGE: English WBT 1 hr / Spanish WBT 1.25 hrs / English ILT/VILT 1.5 hrs / Spanish ILT/VILT 2 hrs) <input type="checkbox"/> Additional Recommended Training for Pharmacists: <ul style="list-style-type: none"> <input type="checkbox"/> Client Care Program Overview (EDGE: WBT 20 mins / Spanish WBT 30 mins) <input type="checkbox"/> Providing and Documenting Individual Disaster Care Services with RC Care (VID 2.25 hrs) 	

Group/Activity/Position:

IDC/DHS/CH

Individual Disaster Care/Disaster Health Services/Chief

 Revised:
3-22-2021

Purpose:

The role of the Disaster Health Services Chief is to serve as a member of a temporary work unit on a disaster relief operation to provide supervision and management of the Disaster Health Services response at the operation.

Key Responsibilities:

- Manage the Disaster Health Services response on a large disaster relief operation.
- Lead and supervise a diverse team of Disaster Health Services managers who lead supervisors and service associates providing services to clients and staff.
- Provide input to Disaster Relief Operations objectives and safety messaging
- Implement Disaster Relief operations objectives.
- Participate in service delivery planning and coordination of integrated care condolence teams and other service delivery strategies.
- Plan and implement the Disaster Health Services and staff health service delivery strategy and tactics
- Provide technical/clinical guidance to Disaster Health services workers
- Provide support and motivation to Disaster Health Services workers
- Liaise with regional and national Disaster Health Services partners providing services to the community and clients in the operation.
- Collaborate with Community Partnerships to develop partnerships with local healthcare agencies.
- Make arrangements to provide staff health services support as necessary.

Qualifications:

- Active unencumbered license: RN.
- Retired RN license will be accepted, if and only if, the state issuing the license allows full scope of practice for volunteer work.
- Ability to prioritize and administer competing tasks and responsibilities
- Management skills with ability to coordinate both internal and external relationships
- Good organizational skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community members in a clear, compassionate manner
- Demonstrated ability to involve appropriate others in managing problems and conflict
- Ability to acquire, evaluate, and report information accurately
- Drives Engagement
- Creating a climate where people are motivated to do their best to help the organization achieve its objectives.
- Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies.
- Manages Ambiguity: Operating effectively, even when things are not certain or the way forward is not clear.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|--|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Able to safely assist clients with activities of daily living | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |

RC Care Role

Individual Disaster Care

Training
Required:

- All required IDC/DHS/MN training
- Maintain certification in Red Cross Basic Life Support or CPR AED for the Professional Rescuer (American Heart Association). For Red Cross coupon information, go to [Training Services Classes for Red Cross Employees and Registered Volunteers](#) on The Exchange.

Continued



Recommended:

- Mobilize the Community Overview (EDGE: [WBT](#) 25 min)
- Conducting and Documenting Performance Reviews (EDGE: ILT 1.5 hrs)
- Effective Onboarding and Training (EDGE: ILT 1.5 hrs)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 1 hr)
- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)
- Shelter Resident Transition for those working in a Shelter (EDGE: [VID](#) 11 mins) *To receive credit for the video, mark it complete after viewing*
- Event-Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol (EDGE: [VID](#) 17 mins) *To receive credit for the video, mark it complete after viewing*
- Disaster Response Management Simulation (EDGE: ILT 16 hrs)
- ICS 300: Intermediate Incident Command System for Expanding Incidents ([FEMA](#) ILT 3 days)
- ICS 400: Advanced Incident Command System for Command and General Staff – Complex Incidents ([FEMA](#) ILT 2 days)

Group/Activity/Position:

IDC/DMH/SA

Individual Disaster Care/Disaster Mental Health/Service Associate

 Revised:
5-26-2021

Purpose:

The role of the Disaster Mental Health Worker is to serve as a member of a temporary work unit on a disaster relief operation to provide disaster mental health support to individuals and families who have been impacted by a disaster.

Key Responsibilities:

- Support the emotional health of individuals, families, communities and Red Cross workers through the use of disaster mental health interventions.
- Assist in developing partnerships with local mental health agencies.
- Facilitate long-term recovery for clients by providing disaster mental health support and connection to local resources.
- Be available to provide disaster mental health support to staff as necessary.

Qualifications:

- Currently licensed mental health professionals: At minimum, holds a Master's Degree in one of the mental health professions listed below; and Holds a current, unencumbered license from, or is registered with, any U.S. state or territory as a social worker, psychologist, professional counselor, marriage and family therapist, or psychiatrist (any level license/registration, including non-clinical licenses such as Licensed Masters Social Worker or LMSW)
- Current school psychologists and school counselors: At minimum, holds a Master's Degree in school psychology or school counseling; and Holds a current, unencumbered license or certification as a school psychologist or school counselor issued by an appropriate state board.
- Current psychiatric nurses: Have a state license as a registered nurse; and Have a minimum of two years of experience working in a psychiatric setting, verified by a letter from a current or previous employer.
- Retired mental health professionals: Meet the above educational criteria for specified profession; and Held a license (any level license) from any U.S. state or territory as a social worker, psychologist, professional counselor, marriage and family therapist, psychiatric nurse or psychiatrist, or a certificate as a school psychologist or school counselor, within the five years* prior to on-boarding as a Disaster Mental Health worker; and Maintained a license or certification in good standing upon retirement and without any disciplinary action taken by the issuing U.S. state or territory licensing or certification board.

*If a prospective Disaster Mental Health volunteer has been retired for more than five years, the corresponding Disaster Mental Health Division Advisor should be consulted.

EXCEPTION: An individual enrolled in the Disaster Mental Health program prior to May 2010 who does not meet these eligibility criteria can continue to work in the Disaster Mental Health activity given good standing with his/her chapter and a positive performance history while working on local and/or national relief operations.

- Good organizational skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community members in a clear compassionate manner.
- Demonstrated ability to involve appropriate others in managing problems and conflict.
- Ability to acquire, evaluate and report information accurately.
- Demonstrated ability to provide interfaith support while respecting the principles of neutrality and impartiality.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Requirements:

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times per shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme heat and/or humidity | |

RC Care User Role:

Individual Disaster Care recommended, but not required
Continued



Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) *Not required for local geographic Disaster Responder availability. To receive credit, be sure to mark the video complete when you've finished.*
- Disaster Mental Health: Introduction (EDGE: [WBT](#) 30 min / ILT 1-2 hrs)
- Disaster Mental Health Fundamentals Part 1 (EDGE: [WBT](#) 1.5 hrs / ILT 3 hrs / VILT)
- Disaster Mental Health Fundamentals Part 2 (EDGE: ILT or VILT: 2.5hrs) *Part 2 is waived for DMH who joined prior to 1/9/2017.*
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)

Recommended:

- Disaster Action Team Fundamentals (EDGE: [WBT](#) 1 hr 30 min / ILT/VILT 3.5 hrs)
- Client Care Program Overview (EDGE: [WBT](#) 20 mins / Spanish [WBT](#) 30 mins)
- Client Care Program: Disaster Client Intake (EDGE: [WBT](#) 2.25 hrs)
- Client Care Program: Conducting Follow-Up (EDGE: [VID](#) 40 mins / English VILT 45 mins / Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Client Care Program: Providing Referrals (EDGE: [VID](#) 42 mins / English VILT 45 mins / Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Providing and Documenting Individual Disaster Care Services with RC Care (EDGE: [VID](#) 2.25 hrs / English and Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*



Group/Activity/Position:

IDC/DMH/SV Individual Disaster Care/Disaster Mental Health/Supervisor

Revised:
5-26-2021

Purpose:

The role of the Disaster Mental Health Supervisor is to serve as a member of a temporary work unit on a disaster relief operation to provide disaster mental health support to individuals and families who have been impacted by a disaster and to mentor and supervise DMH service associates.

Key Responsibilities:

- Mentor and supervise service associates assigned to them.
- Support the emotional health of individuals, families, communities and Red Cross workers through the use of Disaster Mental Health interventions.
- Assist the local region or territory in developing partnerships with local mental health agencies.
- Facilitate long-term recovery for clients by providing disaster mental health support and connection to local resources.
- Be available to provide disaster mental health support to staff as necessary.

Qualifications:

- Meet the educational and licensure requirements to be a Disaster Mental Health worker (DMH Eligibility Criteria.)
- Good organizational skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community members in a clear, compassionate manner.
- Demonstrated ability to involve appropriate others in managing problems and conflict.
- Ability to acquire, evaluate, and report information accurately.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Requirements:

- Lift/Carry 20 lb. Multiple times/shift
- Stand for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Bend or stoop multiple times per shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

RC Care User Role:

Individual Disaster Care

Training

Required:

- All required IDC/DMH/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)
- Shelter Fundamentals v2 (EDGE: English [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / English ILT/VILT 1.5 hr / Spanish ILT/VILT 2 hrs)
- Mass Casualty Incident Response Basics (EDGE: [WBT](#) 1.25 hrs)
- Event-Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol (EDGE: [VID](#) 17 mins) *To receive credit for the video, mark it complete after viewing*
- Performance Evaluation Preparation for Supervisors (EDGE: [VID](#) 20 mins / ILT 1 hr) *To receive credit for the video, mark it complete after viewing*
- Integrated Care Condolence Team Fundamentals (EDGE: ILT 4 hrs / VILT 3 hrs)
- Client Care Program Overview (EDGE: [WBT](#) 20 mins / Spanish [WBT](#) 30 mins)
- Client Care Program: Disaster Client Intake (EDGE: [WBT](#) 2.25 hrs)
- Client Care Program: Conducting Follow-Up (EDGE: [VID](#) 40 mins / English VILT 45 mins / Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Client Care Program: Providing Referrals (EDGE: [VID](#) 42 mins / English VILT 45 mins / Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Providing and Documenting Individual Disaster Care Services with RC Care (EDGE: [VID](#) 2.25 hrs / English and Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*



Group/Activity/Position:

IDC/DMH/MN Individual Disaster Care/Disaster Mental Health/Manager

Revised:
5-28-2021

Purpose:

The role of the Disaster Mental Health Manager is to serve as a member of a temporary work unit on a disaster relief operation to provide disaster mental health support to individuals and families who have been impacted by a disaster, and to provide supervision and management of the Disaster Mental Health team assigned to the operation.

Key Responsibilities:

- Lead and supervise a team of Disaster Mental Health supervisors and service associates providing services to clients and staff.
- Provide input to Disaster Relief Operations objectives and safety messaging.
- Plan and implement the Disaster Mental Health service delivery strategies and tactics.
- Participate in service delivery planning and coordination of integrated care condolence teams and other service strategies.
- Collaborate with Community Partnerships to develop partnerships with local mental health agencies.
- Make arrangements to provide disaster mental health support to staff as necessary.

Qualifications:

- Meet the educational and licensure requirements to be a Disaster Mental Health worker ([DMH Eligibility Criteria.](#))
- Access to RC Care
- Management skills with ability to coordinate both internal and external relationships
- Good organizational skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community members in a clear, compassionate manner
- Demonstrated ability to involve appropriate others in managing problems and conflict
- Ability to acquire, evaluate, and report information accurately
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Requirements:

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Bend or stoop multiple times per shift | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work outdoors in inclement weather | |
| <input type="checkbox"/> Work in extreme heat and/or humidity | |
| <input type="checkbox"/> Work in extreme cold | |

RC Care User Role:

Individual Disaster Care

Training

Required:

- All required IDC/DMH/SV training
- Disaster Mental Health Management (EDGE: VILT 3 two-hour webinars)
- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)
- Facilitative Leadership for Mobilizing the Community (EDGE: ILT / VILT 7.5 hrs)
- Mass Casualty Incident Response Management (EDGE: ILT 4 hrs / VILT 2.75 hrs)
- Mass Casualty Incident Response Simulation (EDGE: ILT 4 hrs)



Group/Activity/Position: IDC/DMH/CH Individual Disaster Care/Disaster Mental Health/Chief	Revised: 12-31-2020
Purpose: Not yet available	
Key Responsibilities: Not yet available	
Qualifications: Not yet available	
Training <input type="checkbox"/> All required IDC/DMH/MN training	



Group/Activity/Position:

IDC/DSC/SA

Individual Disaster Care/Disaster Spiritual Care/Service Associate

Revised:
5-26-2021

Purpose:

The role of the Disaster Spiritual Care Service Associate is to serve as a member of a temporary work unit on a disaster relief operation to provide disaster spiritual care support to individuals and families who have been impacted by a disaster.

Key Responsibilities:

- Assist disaster clients to utilize their own spiritual resources, values and faith in the midst of crisis, regardless of one's faith tradition.
- Assist in developing partnerships with local faith-based organizations.
- Facilitate long-term recovery for clients by providing spiritual and emotional support, and connection to local resources.
- Be available for staff who request spiritual care support.

Qualifications:

Specific eligibility requirements apply to all Disaster Spiritual Care Group/Activity/Positions (GAPs). See Disaster Spiritual Care Eligibility Criteria for details.

- Meets one of the following criteria: a) A disaster spiritual care provider for a National VOAD member organization b) A Board-certified chaplain c) A professional chaplain (paid or volunteer) and is endorsed by that organization d) An endorsed leader of a local faith community or organization
AND has successfully completed the DSC Screening evaluation conducted by a DSC Regional Program Lead or DSC Division Advisor for new DSC Volunteers.
- Good organization skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community members in a clear, compassionate manner.
- Demonstrated ability to involve appropriate others in managing problems and conflict.
- Ability to acquire, evaluate, and report information accurately.
- Demonstrated ability to provide interfaith support while respecting the principles of neutrality and impartiality.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Requirements:

- Stand for two-hour periods
- Walk for two miles during a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

RC Care User Role:

Individual Disaster Care *recommended, but not required*

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*

Continued



Required:

- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)
- Disaster Spiritual Care: Introduction (EDGE: [WBT](#) 45 min)
- Disaster Spiritual Care Fundamentals (EDGE: ILT 4.5 hrs OR EDGE VILT 3 hrs)

Recommended:

- Client Care Program Overview (EDGE: [WBT](#) 20 mins / Spanish [WBT](#) 30 mins)
- Client Care Program: Disaster Client Intake (EDGE: [WBT](#) 2.25 hrs)
- Providing and Documenting Individual Disaster Care Services with RC Care (EDGE: [VID](#) 2.25 hrs / English and Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Client Care Program: Conducting Follow-Up (EDGE: [VID](#) 40 mins / English VILT 45 mins / Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Client Care Program: Providing Referrals (EDGE: [VID](#) 42 mins / English VILT 45 mins / Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Disaster Action Team Fundamentals (EDGE: [WBT](#) 1.5 hrs / ILT/VILT 3.5 hrs)
- Integrated Care Condolence Team Fundamentals (EDGE: ILT 4 hrs / VILT 3 hrs)



Group/Activity/Position:

IDC/DSC/SV

Individual Disaster Care/Disaster Spiritual Care/Supervisor

Revised:
5-26-2021

Purpose:

The role of the Disaster Spiritual Care Supervisor is to serve as a member of a temporary work unit on a disaster relief operation to provide disaster spiritual care support to individuals and families who have been impacted by a disaster and to mentor and supervise DSC service associates.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Mentor and supervise service associates assigned to them.
- Assist disaster clients to utilize their own spiritual resources, values and faith in the midst of crisis, regardless of one's faith tradition.
- Assist the local region or territory in developing partnerships with local faith-based organizations.
- Facilitate long-term recovery for clients by providing spiritual and emotional support, and connection to local resource.
- Be available for staff who request spiritual care support.

Qualifications:

- Meets one of the following criteria: a. A disaster spiritual care provider in good standing in a National VOAD member organization; b. A Board-certified chaplain.c. A professional chaplain (paid or volunteer) and is endorsed by that organization; d. An endorsed leader of a local faith community or organization.
- AND has successfully completed the DSC Screening evaluation conducted by a DSC Regional Program Lead or DSC Division Advisor for new DSC Volunteers.
- Good organization skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community members in a clear, compassionate manner.
- Demonstrated ability to involve appropriate others in managing problems and conflict.
- Ability to acquire, evaluate, and report information accurately.
- Demonstrated ability to provide interfaith support while respecting the principles of neutrality and impartiality.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency,high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Requirements:

- Stand for two-hour periods
- Walk for two miles during a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

RC Care User Role:

Individual Disaster Care

Training

Required:

- Requirements for IDC/DSC/SA
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)
- Performance Evaluation Preparation for supervisors (EDGE: [VID](#) 20 mins / ILT 1 hr) *To receive credit for the video, mark it complete after viewing.*
- Mass Casualty Incident Response Basics (EDGE: [WBT](#) 1.25 hrs).

Continued



Required:

- Integrated Care Condolence Team Fundamentals (EDGE: ILT 4 hrs / VILT 3 hrs)
- Basic Instructor Fundamentals (EDGE: [WBT](#) 1.5 hrs)
- Basic Instructor Specialty Training (EDGE: ILT 8 hrs)
- Client Care Program Overview (EDGE: [WBT](#) 20 mins / Spanish [WBT](#) 30 mins)
- Client Care Program: Disaster Client Intake (EDGE: [WBT](#) 2.25 hrs)
- Providing and Documenting Individual Disaster Care Services with RC Care (EDGE: [VID](#) 2.25 hrs / English and Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Client Care Program: Conducting Follow-Up (EDGE: [VID](#) 40 mins / English VILT 45 mins / Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Client Care Program: Providing Referrals (EDGE: [VID](#) 42 mins / English VILT 45 mins / Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*

Recommended:

- Virtual Instructor Specialty Training (English or Spanish VILT 3.5 hrs)
- Advanced Instructor Fundamentals (EDGE: [WBT](#) 30 min)

Group/Activity/Position:
IDC/DSC/MN
Individual Disaster Care/Disaster Spiritual Care/Manager
Purpose:

The role of the Disaster Spiritual Care Manager is to serve as a member of a temporary work unit on a disaster relief operation to provide disaster spiritual care support to individuals and families who have been impacted by a disaster, and to provide supervision and management of the Disaster Spiritual Care team assigned to the operation.

Key Responsibilities:

- Lead and supervise a team of Disaster Spiritual Care supervisors and service associates providing services to clients and staff.
- Provide input to Disaster Relief Operations objectives and safety messaging.
- Plan and implement the Disaster Spiritual Care service delivery strategies and tactics.
- Participate in service delivery planning and coordination of integrated care condolence teams and other service strategies.
- Collaborate with Community Partnerships to develop partnerships with local faith-based organizations.
- Liaise with National VOAD partner organizations who are providing spiritual care support at the operation.
- Make arrangements to provide disaster spiritual care support to staff as necessary.

Qualifications:

- Meets one of the following criteria: a. A disaster spiritual care provider in good standing in a National VOAD member organization; b. A Board-certified chaplain. c. A professional chaplain (paid or volunteer) and is endorsed by that organization; d. An endorsed leader of a local faith community or organization.
- AND** has successfully completed the DSC Screening evaluation conducted by a DSC Regional Program Lead or DSC Division Advisor for new DSC Volunteers.
- Management skills with ability to coordinate both internal and external relationships
- Good organizational skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community members in a clear, compassionate manner
- Demonstrated ability to involve appropriate others in managing problems and conflict
- Ability to acquire, evaluate, and report information accurately
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Requirements:

- | | |
|---|---|
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme cold | <input type="checkbox"/> Drive in day time and at night |

RC Care User Role:
Individual Disaster Care
Training
Required:

- All required IDC/DSC/SV training
- Facilitative Leadership for Mobilizing the Community (EDGE: ILT / VILT 7.5 hrs)
- Mass Casualty Incident Response Management (EDGE: ILT 4 hrs / VILT 2.75 hrs)
- Mass Casualty Incident Response Management Simulation (EDGE: ILT 4 hrs)

Recommended:

- Virtual Instructor Specialty Training (English or Spanish VILT 3.5 hrs)
- Advanced Instructor Fundamentals (EDGE: [WBT](#) 30 min)
- Multi-Agency Resource Center Basics (EDGE: [WBT](#) 45 min)
- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)
- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)
- Effective Onboarding and Training (EDGE: ILT 1/5 hrs)



Group/Activity/Position:

IP/GEN/SA

Information & Planning/Generalist/Service Associate

Revised:
3-22-2021

Purpose:

An Information & Planning (IP) Generalist (GEN) Service Associate's (SA) role is to assist in the collection, evaluation, analysis, and dissemination of operational information related to the incident.

Key Responsibilities:

- Prepare standard reports, including Incident Action Plans (IAP) and Situation Reports
- Distribute reports and plans as appropriate
- Create incident maps
- Gather and distribute information important to the incident, including damage and communities impacted
- Gather and analyze data regarding incident operations
- Assist in scheduling briefings in support of operations planning

Qualifications:

- Ability to collect, combine, and report key service delivery statistics and financial information.
- Ability to collect, process, and organize situation information, advise on weather conditions, and prepare situation summaries.
- Ability to collect, combine, and distribute operational plans and planning products during a disaster response.
- Demonstrates ability to involve others in managing problems and conflict
- Demonstrates good organizational skills
- Demonstrates good facilitation skills
- Successful Work Performance Review in Planning Generalist roles from more than one Regional level DRO.
- Ability to implement Incident Action Planning and to help ensure activities in the Documentation unit are efficient and cost-effective.
- Strong attention to detail.
- Computer skills and ability in the Microsoft windows platform, especially Word, Excel, Power Point and Teams.
- Adaptability to changing environments.
- Customer Focus: Is dedicated to meeting the expectations and requirements of internal and external customers; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- Action Oriented: Enjoys working hard; is action oriented and full of energy for the things that she/she sees as challenging.

Physical Requirements (from Operational Position Description on the Exchange):

- Lift / carry 20 lbs. multiple times per shift.
- Sit for two-hour periods and walk for two miles during a shift.
- Work outdoors in inclement weather, extreme heat and/or humidity and/or extreme cold.
- Climb two or more flights of stairs.
- Speak clearly on phone and in person.
- Work for long periods on computer and/or reading small print and/or writing.
- Drive in daytime and at night

Training

Required

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish [ILT/VILT](#) 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish [ILT/VILT](#) 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English [ILT](#) or Spanish [ILT](#) 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish [ILT/VILT](#) 1 hr)
- Incident Reporting Fundamentals (EDGE: [WBT](#) 35 mins)
- Disaster Relief Operations Planning Fundamentals (EDGE: [ILT/VILT](#) 6 hrs)



Group/Activity/Position:

IP/GEN/SV

Information & Planning/Generalist/Supervisor

Revised:
5-26-2021

Purpose:

An Information & Planning (IP) Generalist (GEN) Supervisor (SV) role is to supervise assigned workers in the gathering, analysis, and dissemination of information and data necessary for situational awareness and planning on a DRO.

Key Responsibilities:

- Supervise assigned workers in collection, evaluation, analysis, and dissemination of operational information related to the incident
- Prepare standard reports, including Incident Action Plans and Situation Reports
- Distribute reports and plans as appropriate
- Create incident maps
- Gather and distribute information important to the incident, including damage and communities impacted
- Gather and analyze data regarding incident operations
- Schedule and facilitate discussions/briefings in support of operations planning

Qualifications:

- Ability to collect, combine, and report key service delivery statistics and financial information.
- Ability to collect, process, and organize situation information, advise on weather conditions, and prepare situation summaries.
- Ability to collect, combine, and distribute operational plans and planning products during a disaster response.
- Demonstrates ability to involve others in managing problems and conflict
- Demonstrates good organizational skills
- Successful Work Performance Review in Planning Generalist roles from more than one Regional level DRO.
- Ability to implement Incident Action Planning and to help ensure activities in the Documentation unit are efficient and cost-effective.
- Strong attention to detail.
- Computer skills and ability in the Microsoft windows platform, especially Word, Excel, Power Point and Teams.
- Adaptability to changing environments.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Requirements (from Operational Position Description on the Exchange):

- Lift / carry 20 lbs. multiple times per shift.
- Sit for two-hour periods and walk for two miles during a shift.
- Work outdoors in inclement weather, extreme heat and/or humidity and/or extreme cold.
- Climb two or more flights of stairs.
- Speak clearly on phone and in person.
- Work for long periods on computer and/or reading small print and/or writing.
- Drive in daytime and at night

Training

Required:

- All required Information and Planning/Generalist/Service Associate training
- Mass Care: An Overview (EDGE: [WBT](#) 30 mins / [ILT](#) 3.5 hrs)
- Supervising the Disaster Workforce (EDGE: [ILT](#) 8 hrs / [VILT](#) 6 hrs)
- Concept of Operations 3.0 Management (EDGE: [ILT](#) / [VILT](#) 5 hrs) [Click this link for equivalency option.](#)

Recommended

- RC View Mapping: Getting to Know RC View ([WBT](#) 2.5 hrs)
- RC View Mapping: Beginner RC View Operations ([WBT](#) 5 hrs)
- RC View Mapping: Intermediate Concepts ([WBT](#) 2 hrs 20 mins)
- RC View Mapping: Intermediate Geospatial Information ([WBT](#) 1 hr 35 mins)

Group/Activity/Position:

IP/GEN/MN

Information & Planning/Generalist/Manager

 Revised:
5-26-21

Purpose:

An Information & Planning (IP) Generalist (GEN) Manager (MN) role is to manage the Financial & Statistical Information Unit, Situation Unit, and Documentation Unit activities as well as understand Disaster Assessment.

Key Responsibilities:

- Manage and direct IP activities
- Supervise assigned workers in collection, evaluation, analysis, and dissemination of operational information related to the incident.
- Ensure preparation of standard reports, including Incident Action Plans and Situation Reports
- Ensure distribution of reports and plans as appropriate
- Ensure creation of incident maps
- Ensure and direct the gathering and distributing information important to the incident, including damage and communities impacted
- Gather and analyze data regarding incident operations
- Assist in scheduling and facilitating discussions/briefings in support of operations planning
- Coach and develop IP workforce

Qualifications:

- Ability to manage people and teams
- Ability to determine and direct work responsibilities and assignments
- Ability to collect, combine, and report key service delivery statistics and financial information.
- Ability to collect, process, and organize situation information, advise on weather conditions, and prepare situation summaries.
- Ability to collect, combine, and distribute operational plans and planning products during a disaster response.
- Demonstrates ability to involve others in managing problems and conflict
- Demonstrates good organizational skills
- Demonstrates good facilitation skills
- Successful Work Performance Review in Planning Generalist roles from more than one Regional level DRO.
- Ability to implement Incident Action Planning and to help ensure activities in the Documentation unit are efficient and cost-effective.
- Strong attention to detail.
- Computer skills and ability in the Microsoft windows platform, especially Word, Excel, Power Point and Teams.
- Adaptability to changing environments.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Requirements (from Operational Position Description on the Exchange):

- Lift / carry 20 lbs. multiple times per shift.
- Sit for two-hour periods and walk for two miles during a shift.
- Work outdoors in inclement weather, extreme heat and/or humidity and/or extreme cold.
- Present and brief information to a group.
- Climb two or more flights of stairs.
- Speak clearly on phone and in person.
- Work for long periods on computer and/or reading small print and/or writing.
- Drive in daytime and at night

Training
Required:

- All required IP/GEN/SV training
- Disaster Assessment Fundamentals v.2 (EDGE: [WBT](#) 1 hr / ILT 3.5 hrs)
- RC View Mapping: Getting to know RC View ([WBT](#) 2.5 hrs)

Recommended:

- RC View National Shelter System Leadership (VILT 2 hrs)
- RC View Mapping: Beginner RC View Operations ([WBT](#) 5 hrs)
- RC View Mapping: Intermediate Concepts ([WBT](#) 2 hrs 20 mins)
- RC View Mapping: Intermediate Geospatial Information ([WBT](#) 1 hr 35 mins)



Group/Activity/Position:

IP/DA/SA

Information & Planning/Disaster Assessment/Service Associate

Revised:
12-3-2020

Purpose:

A Disaster Assessment Service Associate conducts field collection of damage assessment information and conducts damage assessment review and interpretation for Individual Assistance Providers (IAPs). This includes the collection and recording of impact and damage data and supporting Recovery Services with data interpretation.

Key Responsibilities:

- Gather impact assessment information.
- Define areas of known damage by field assessments for the area assessment.
- Conduct Detailed Damage Assessments (DDA) in the field.
- Support data entry of damage assessment information into systems of record as directed.

Qualifications:

- Ability to follow assessment procedures
- Ability to collect data
- Ability to enter data into systems of record
- Ability to utilize online technology (internet) to gather assessment data
- Conducts phone surveys to gather impact and preliminary damage assessment information.
- Ability to collect detailed damage assessment data and utilize the RC Collect mobile app
- Ability to effectively read and interpret maps
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Requirements – Ability to:

- Lift/Carry 20 lb. Multiple times/shift
- Walk on uneven terrain
- Walk for two miles during a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Disaster Assessment Fundamentals v.2 (EDGE: [WBT](#) 1 hr / ILT 3.5 hrs)
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)
- RC Collect: Detailed Damage Assessment Video for DA Workers (EDGE: [VID](#) 20 min)
- RC Collect: Setting Favorite Answers (EDGE: [VID](#) 8 min) *To receive credit, mark the video complete after viewing.*



Group/Activity/Position:

IP/DA/SV

Information & Planning/Disaster Assessment/Supervisor

Revised:
5-26-2021

Purpose:

A Disaster Assessment Supervisor provides support to the damage assessment team who assesses damage after a disaster by collecting and recording information on the effects of the disaster and observing conditions and degrees of damage.

Key Responsibilities:

- Ensure the gathering of impact assessment information is done in a timely and accurate manner.
- Provide appropriate training, support, and recognition to team members
- Ensure impact assessment information is entered into CAS database when deployed.
- Define areas of known damage by field assessments for the area assessment.
- Ensure that Detailed Damage Assessments (DDA) is completed in the field.
- Act as a client services liaison

Qualifications:

- Ability to follow assessment procedures
- Ability to collect data
- Ability to enter data into Red Cross data base (RC Collect /Survey123)
- Familiarity and ability to access computer programs
- Conducts phone surveys to gather impact and preliminary damage assessment information.
- Ability to understand, explain, and implement activity procedures with emphasis on the collection process.
- Ability to effectively develop, deploy, and manage field teams
- Leadership and Team Building
- Activity Procedures & Service Delivery Planning
- Ability to build effective relationships with units and individuals who can help with work related goals.
- Complex problem-solving skills
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Requirements – Ability to:

- Lift/Carry 20 lb. Multiple times/shift
- Walk on uneven terrain
- Walk for two miles during a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- All required IP/DA/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)

Recommended:

- RC View Mapping: Getting to Know RC View (EDGE: [WBT](#) 2.5 hrs)
- RC View Mapping: Beginner RC View Operations (EDGE: [WBT](#) 5 hrs)
- RC View Mapping: Intermediate Concepts ([WBT](#) 2 hrs 20 mins)
- RC View Mapping: Intermediate Geospatial Information ([WBT](#) 1 hr 35 mins)



Group/Activity/Position:

IP/DA/MN

Information & Planning/Disaster Assessment/Manager

Revised:
6-24-2021

Purpose:

The Disaster Assessment [DA] manager is responsible for leading and directing all disaster assessment responders assigned to a Disaster Relief Operation [DRO], setting expectations for teams, and ensuring success of the DA portion of an operation. This position develops the Disaster Assessment strategy and plan to meet the objectives of the DRO in collaboration with the Assistant Director [AD] of Information and Planning and Operations Section. Damage projections and completion rates are determined by the disaster assessment manager. The disaster assessment manager is responsible for the quality and validity of all damage assessments conducted on the DRO and provide corrective action to ensure damage assessment quality.

Key Responsibilities:

- Supervise disaster assessment responders
- Collaborate with AD Ops and Deputy Assistant Director [DAD] Recovery
- Develop operation disaster assessment plan
- Provide damage assessment planning estimates for Initial Planning Tool [IPT] and Service Delivery Plan [SDP]
- Responsible for quality of detailed damage assessments
- Managing detailed damage assessment hot shots
- Request Detailed Damage Assessment [DDA] Survey 123 on Level 3+ operations
- Provide Just in Time [JIT], Refresher, and Corrective training for DDA with Survey 123

Qualifications:

Required

- Successful completion as a DA/SV on a minimum of three DROs at level 3 or above
- Experience training and supervising multiple DA field teams on a level 3+ operations
- Able to successfully implement all DA doctrine, standards and procedures
- Understanding of 'strategic' planning [DA Op Plan] versus 'tactical' service delivery [DA field operations]
- Proficiency with the use of the 'RC View' Mapping Platform and ESRI 'Survey 123' Data Collection tool
- Experience with Microsoft Office products, including Word and Excel
- Ability to train others as a qualified instructor
- Excellent communication skills
- Ability to build team to support the activity of Disaster Assessment
- Ability to adapt and respond to rapid changes in operational objectives, and effectively communicate those changes to the team

Preferred

- Familiarity with RC Care hotshot queue and the address standardizer
- Able to extract data from RC View and create a 5233

Training

Required

- All required IP/DA/SV training
- RC Collect: DDA Data Management (EDGE: [VID](#) 18 min) *To receive credit, mark the video complete after viewing.*

Recommended

- RC View Mapping: Getting to Know RC View (EDGE: [WBT](#) 2.5 hrs)
- RC View Mapping: Beginner RC View Operations (EDGE: [WBT](#) 5 hrs)
- RC View Mapping: Intermediate Concepts ([WBT](#) 2 hrs 20 mins)
- RC View Mapping: Intermediate Geospatial Information ([WBT](#) 1 hr 35 mins)



Revised: 3-6-2021

Group/Activity/Position:

LOG/FAC/SA

Logistics/Facilities/Service Associate

Purpose:

The purpose of logistics facilities is to find facilities for DRO required use based on requests; survey facilities to ensure the facility meets ARC requirements; determine condition of facility before and after use and determine and obtain needed services and products to open and use facility in a safe and healthy manner. The role of the facilities service associate is to complete assigned tasks successfully based on the purpose and key responsibilities listed below.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Gathering workers' space needs and assign accordingly, to ensure furniture & equipment needs are met, determining utilities needed, scoping building for repairs and ensuring they are done.
- Setting up a facility tracking tool for all facilities
- Filing agreements
- Completing paperwork for obtaining, maintaining and returning facilities.

Qualifications:

- Good organizational skills.
- Ability to participate and contribute in regular meetings.
- Knowledge of facilities systems and procedures.
- Ability to seek potential space for the different types of DRO facilities.
- Ability to set up and maintain facilities for the DRO.
- Ability to arrange for utilities, service and furniture and to assign space.
- Ability to work independently and within a team.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Requirements – Ability to:

- Lift/Carry 20 lb. Multiple times/shift
- Stand for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Bend or stoop multiple times a shift
- Crawl on the floor or ground
- Able to use ladder or step-stool
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Able to step up/down 18 inches
- Speak clearly on phone and in person
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) *Not required for local geographic Disaster Responder availability. To receive credit, be sure to mark the video complete when you've finished.*
- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)

Recommended:

- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 1 hr)
- RC View National Shelter System Logistics Facilities Management (VILT 2hrs)

Group/Activity/Position: LOG/FAC/SV Logistics/Facilities/Supervisor	Revised: 3-3-2020
Purpose: To envision, design & lead a diverse team of service associates by developing the Logistics/Facilities Activity unit which includes affected chapter workers. Ability to lead others as required. Ability to seek potential space for the different types of DRO facilities. Ability to set up and maintain facilities for the DRO. Ability to arrange for utilities, service and furniture and to assign space.	
Key Responsibilities: <ul style="list-style-type: none"> • Responsibilities and expectations include but are not limited to: • Demonstrates knowledge of facilities systems and procedures. • Demonstrates strong organizational skills. • Demonstrates ability to use reports as decision making tools. • Demonstrates ability to use materials and space effectively • Demonstrates ability to involve appropriate others in managing problems and conflict. • Ability to acquire and evaluate information 	
Qualifications: <ul style="list-style-type: none"> <input type="checkbox"/> Good organizational skills, responsible and punctual. <input type="checkbox"/> Demonstrated active listening skills. <input type="checkbox"/> Demonstrated strong people management and team building/treatment skills. <input type="checkbox"/> Demonstrated ability to implement the Facility Management Standards and Procedures and follow associated job tools including reporting requirements. <input type="checkbox"/> Ability to lead workers in completing assigned tasks. <input type="checkbox"/> Demonstrated ability to maintain confidentiality. <input type="checkbox"/> Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals. <input type="checkbox"/> Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations. <input type="checkbox"/> Collaborates: Building partnerships and working collaboratively with others to meet shared objectives. Physical Capacity (Red Cross will consider accommodation): <ul style="list-style-type: none"> <input type="checkbox"/> <i>Lift/Carry 20 lb. Multiple times/shift</i> <input type="checkbox"/> <i>Stand for two-hour periods</i> <input type="checkbox"/> <i>Walk on uneven terrain</i> <input type="checkbox"/> <i>Walk for two miles during a shift</i> <input type="checkbox"/> <i>Bend or stoop multiple times a shift</i> <input type="checkbox"/> <i>Crawl on the floor or ground</i> <input type="checkbox"/> <i>Able to use ladder or step-stool</i> <input type="checkbox"/> <i>Work outdoors in inclement weather</i> <input type="checkbox"/> <i>Work in extreme heat and/or humidity</i> <input type="checkbox"/> <i>Work in extreme cold</i> <input type="checkbox"/> <i>Able to step up/down 18 inches</i> <input type="checkbox"/> <i>Speak clearly on phone and in person</i> <input type="checkbox"/> <i>Able to work in stressful work conditions</i> <input type="checkbox"/> <i>Able to work on a computer</i> <input type="checkbox"/> <i>Drive in day time and at night</i> 	
Training Required: <ul style="list-style-type: none"> <input type="checkbox"/> All required LOG/FAC/SA training <input type="checkbox"/> Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs) <input type="checkbox"/> Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) Click this link for equivalency option. <input type="checkbox"/> Facilities Management Fundamentals (EDGE: WBT 1 hr) <input type="checkbox"/> Facilities Management Fundamentals Simulation (EDGE: ILT 3.5 hrs / VILT 1-3 hrs) Recommended: <ul style="list-style-type: none"> <input type="checkbox"/> RC View National Shelter System Basic (EDGE: WBT 1 hr / VILT 1 hr) <input type="checkbox"/> RC View National Shelter System Logistics Facilities Management (VILT 2hrs) 	



Revised:
3-3-2020

Group/Activity/Position:

LOG/FAC/MN

Logistics/Facilities/Manager

Purpose:

The role of the facilities manager is to envision, design & lead a diverse team of supervisors or service associates by developing the Logistics/Facilities Activity unit which includes affected chapter workers. Ability to lead others as required. Ability to seek potential space for the different types of DRO facilities. Ability to secure, set up, maintain and release facilities for the DRO. Ability to arrange for utilities, service and furniture and to assign space. Secure, maintain and review all Facility Agreements, MOU's, for accuracy, keeping the ARC from an "at risk" situation. Inspect all facility owner claims of damage, General Personal Liabilities, and arrange for distribution of settlement, if any. Assign duties to Facility Supervisors and Service Associates.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Demonstrates expertise in Facilities systems and procedures.
- Demonstrates strong organizational skills.
- Conducts successful Work Performance Review in Facilities from more than one Multi-Chapter level DRO.
- Demonstrates expertise in evaluating performance & providing feedback.
- Demonstrates ability to use reports as decision making tools.
- Demonstrates expertise in every aspect of managing Facilities on a large DRO.
- Demonstrates expertise in identifying, organizing, planning & allocating resources.
- Demonstrates ability to make budget adjustments to meet objectives.
- Demonstrates ability to use materials and space effectively
- Proven track record of holding regular meetings with staff & affected chapters to discuss plans and issues and resolve problems.
- Demonstrates ability to interact with high ranking officials in the community.
- Demonstrates ability to involve appropriate others in managing problems and conflict.
- Ability to acquire and evaluate information

Qualifications:

- Good organizational skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated proficiency in progressive discipline and issue resolution knowledge through previous successful assignments or experiences.
- Demonstrated strong people management and team building/treatment skills.
- Demonstrated ability to implement Standards & Procedures & follow associated job tools including reporting requirements.
- Ability to manage and lead workers in completing assigned tasks.
- Demonstrated ability to maintain confidentiality.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Crawl on the floor or ground | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work outdoors in inclement weather | |

Training

Required:

- All required LOG/FAC/SV training
- Logistics Management (EDGE: ILT 8 hrs / VILT 6 hrs)

Recommended:

- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 1 hr)
- RC View National Shelter System Logistics Facilities Management (EDGE: VILT 2hrs)
- RC View National Shelter System Leadership (EDGE: VILT 2 hrs)



<p>Group/Activity/Position: LOG/WH/SA Logistics/Warehousing/Service Associate</p>	<p>Revised: 12-3-20</p>																
<p>Purpose: The purpose of logistics warehousing is to secure and store product used on the disaster relief operation. The role of the warehousing service associate is to complete assigned tasks within the responsibilities below.</p>																	
<p>Key Responsibilities: Responsibilities and expectations include but are not limited to:</p> <ul style="list-style-type: none"> • Receive and unload product using Standards and Procedures • Accurately receive and inventory products • Move and store products per industry standards • Accurately fill orders with warehouse products • Accurately load product on delivery vehicles to fill orders • Maintain worker and equipment safety per industry standards 																	
<p>Qualifications:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Good organizational skills, responsible and punctual. <input type="checkbox"/> Demonstrated active listening skills. <input type="checkbox"/> Ability to learn Staging Area (warehousing) Standards and Procedures and follow associated job tools including reporting requirements. <input type="checkbox"/> Ability to work independently and as a team member. <input type="checkbox"/> Familiarity with proper moving of materials in warehouse. <input type="checkbox"/> Ability to learn how to identify, organize, plan & allocate resources. <input type="checkbox"/> Ability to participate and contribute in regular meetings. <input type="checkbox"/> Familiarity with or working knowledge of shipping, receiving and storing material. <input type="checkbox"/> Ability to operate and maintain warehouse equipment. <input type="checkbox"/> Customer Focus: Building strong customer relationships and delivering customer-centric solutions. <input type="checkbox"/> Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm. <input type="checkbox"/> Values Differences: Recognizing the value that different perspectives and cultures bring to an organization. <p>Physical Capacity (Red Cross will consider accommodation):</p> <table border="0"> <tr> <td><input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift</td> <td><input type="checkbox"/> Work in extreme heat and/or humidity</td> </tr> <tr> <td><input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift</td> <td><input type="checkbox"/> Work in extreme cold</td> </tr> <tr> <td><input type="checkbox"/> Stand for two-hour periods</td> <td><input type="checkbox"/> Able to step up/down 18 inches</td> </tr> <tr> <td><input type="checkbox"/> Walk on uneven terrain</td> <td><input type="checkbox"/> Speak clearly on phone and in person</td> </tr> <tr> <td><input type="checkbox"/> Walk for two miles during a shift</td> <td><input type="checkbox"/> Able to work in stressful work conditions</td> </tr> <tr> <td><input type="checkbox"/> Bend or stoop multiple times a shift</td> <td><input type="checkbox"/> Able to work on a computer</td> </tr> <tr> <td><input type="checkbox"/> Able to use ladder or step-stool</td> <td><input type="checkbox"/> Drive in day time and at night</td> </tr> <tr> <td><input type="checkbox"/> Work outdoors in inclement weather</td> <td></td> </tr> </table>		<input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift	<input type="checkbox"/> Work in extreme heat and/or humidity	<input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift	<input type="checkbox"/> Work in extreme cold	<input type="checkbox"/> Stand for two-hour periods	<input type="checkbox"/> Able to step up/down 18 inches	<input type="checkbox"/> Walk on uneven terrain	<input type="checkbox"/> Speak clearly on phone and in person	<input type="checkbox"/> Walk for two miles during a shift	<input type="checkbox"/> Able to work in stressful work conditions	<input type="checkbox"/> Bend or stoop multiple times a shift	<input type="checkbox"/> Able to work on a computer	<input type="checkbox"/> Able to use ladder or step-stool	<input type="checkbox"/> Drive in day time and at night	<input type="checkbox"/> Work outdoors in inclement weather	
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<input type="checkbox"/> Work outdoors in inclement weather																	
<p>Training</p> <p>Required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Disaster Cycle Services: An Overview (EDGE: English WBT 1 hr / Spanish WBT 1.5 hrs / English and Spanish ILT/VILT 2 hrs) <input type="checkbox"/> Concept of Operations Basics (EDGE: English VID 30 min / Spanish VID 24 mins / English & Spanish ILT/VILT 1 hr) <i>To receive credit, mark video complete after viewing</i> <input type="checkbox"/> Deployment Fundamentals (EDGE: WBT 30 min) Not required for local geographic Disaster Responder availability. <input type="checkbox"/> Mission Cards – Cardholder Overview (EDGE: English VID 14 min / Spanish VID 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. <i>To receive credit, be sure to mark the video complete when you've finished.</i> <input type="checkbox"/> Logistics: An Overview (EDGE: ILT / VILT 3 hrs) <input type="checkbox"/> Warehousing Fundamentals (EDGE: WBT 45 min / ILT 3 hrs) <input type="checkbox"/> Everyone is Welcome (EDGE: WBT 45 min / English and Spanish ILT/VILT 1 hr) 																	

Group/Activity/Position:

LOG/WHS/SV

Logistics/Warehousing/Supervisor

 Revised:
12-31-2020

Purpose:

The purpose of logistics warehousing is to secure and store product used on the disaster relief operation. The role of the Warehouse Supervisor is to manage a team in the successful completion of assigned tasks within the responsibilities below.

Key Responsibilities:

- Supervise the receipt and unloading of product using Standards and Procedures.
- Maintain and monitor product inventory.
- Supervise the movement and storage of products per industry standards.
- Ensure accurate completion of orders with warehouse products.
- Ensure accurate product loads on delivery vehicles to fill orders.
- Maintain worker and equipment safety per industry standards.

Qualifications:

- Good organizational skills, responsible and punctual.
- Demonstrates expertise in Warehouse Management systems and procedures.
- Demonstrates strong organizational skills.
- Demonstrate ability to teach shipping and receiving procedures according to The Staging Area (warehousing) Standards and Procedures.
- Demonstrates ability to use reports as decision making tools.
- Demonstrates expertise in identifying, organizing, planning & allocating resources.
- Demonstrates ability to use materials and space effectively
- Ability to manage and lead workers in completing assigned tasks.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Requirements:

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work outdoors in inclement weather | |

Training
Required:

- All required LOG/WHS/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)
- Event-Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol (EDGE: [VID](#) 17 min)

Recommended:

- Powered Industrial Truck Operator Modules 1 & 2 (EDGE: [Blended VID/ILT](#) 2 hrs)



Group/Activity/Position:

LOG/WHS/MN

Logistics/Warehousing/Manager

Revised:
12-3-2020

Purpose:

The role of the warehouse manager is to envision, design & lead a diverse team of supervisors by developing a Warehouse Management unit which includes affected chapter workers and event based volunteers. Ability to provide appropriate support, feedback and recognition. Ability to motivate team building. Ability to manage the establishment of warehouses and storage units.

Key Responsibilities:

- Demonstrates expertise in Warehouse Management systems and procedures.
- Demonstrates strong organizational skills.
- Conducts successful Work Performance Review in Warehousing from more than one Multi-Chapter level DRO.
- Demonstrates expertise in evaluating performance & providing feedback.
- Demonstrates ability to use reports as decision making tools.
- Demonstrates expertise in every aspect of managing Warehousing on a large DRO.
- Demonstrates expertise in identifying, organizing, planning & allocating resources.
- Demonstrates expertise in safe storage techniques and safety standards and in preparing a facility for return to owner.
- Demonstrates ability to make budget adjustments to meet objectives.
- Demonstrates ability to use materials and space effectively
- Expertise in warehouse layout
- Proven track record of holding regular meetings with staff & affected chapters to discuss plans and issues and resolve problems.
- Demonstrates ability to involve appropriate others in managing problems and conflict.
- Ability to acquire and evaluate information

Qualifications:

- Good organizational skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated proficiency in progressive discipline and issue resolution knowledge through previous successful assignments or experiences.
- Demonstrated strong people management and team building/treatment skills.
- Demonstrated ability to implement Staging Area (warehousing) Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to manage and lead workers in completing assigned tasks.
- Demonstrated ability to maintain confidentiality.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work outdoors in inclement weather | |

Training

Required:

- All required LOG/WHS/SV training
- Logistics Management (EDGE: ILT 8 hrs / VILT 6 hrs)
- Powered Industrial Truck Operator Modules 1 & 2 (EDGE: [Blended VID/ILT](#) 2 hrs)



<p>Group/Activity/Position: LOG/TRA/SA Logistics/Transportation/Service Associate</p>	<p>Revised: 12-3-20</p>
<p>Purpose: The purpose of the logistics transportation activity is to maintain, inventory and service Red Cross owned vehicles and track all vehicles used on a disaster relief operation. The role of the transportation service associate is to complete assigned tasks successfully. Tasks are associated with the key responsibilities below.</p>	
<p>Key Responsibilities: Responsibilities and expectations include but are not limited to:</p> <ul style="list-style-type: none"> • Register and track vehicles used on the DRO electronically. • Obtain and/or deliver rental vehicles (vans, box trucks, etc.) as requested to DRO work sites and return to rental vendor. • Courier and deliver/pick up supplies, mail, etc. between DRO work sites. 	
<p>Qualifications:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ability to receive and follow directions, work independently and with a team. <input type="checkbox"/> Computer skills desirable-spreadsheet, excel, <input type="checkbox"/> Good organizational skills, responsible and punctual. <input type="checkbox"/> Ability to assist other activities in the delivery and return of vehicles and with mail procedures and processes. <input type="checkbox"/> Ability to implement Transportation Management Standards and Procedures and follow associated job tools including reporting requirements. <input type="checkbox"/> Ability to inspect and operate vehicles and to separate and deliver packages. <input type="checkbox"/> Ability to work with Mass Care on the tracking of ERVs. <input type="checkbox"/> Customer Focus: Building strong customer relationships and delivering customer-centric solutions. <input type="checkbox"/> Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm. <input type="checkbox"/> Values Differences: Recognizing the value that different perspectives and cultures bring to an organization. <p>Physical Capacity (Red Cross will consider accommodation):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Stand for two-hour periods <input type="checkbox"/> Walk on uneven terrain <input type="checkbox"/> Walk for two miles during a shift <input type="checkbox"/> Work outdoors in inclement weather <input type="checkbox"/> Work in extreme heat and/or humidity <input type="checkbox"/> Work in extreme cold <input type="checkbox"/> Speak clearly on phone and in person <input type="checkbox"/> Able to work in stressful work conditions <input type="checkbox"/> Able to work on a computer <input type="checkbox"/> Drive in day time and at night 	
<p>Training</p> <p>Required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Disaster Cycle Services: An Overview (EDGE: English WBT 1 hr / Spanish WBT 1.5 hrs / English and Spanish ILT/VILT 2 hrs) <input type="checkbox"/> Concept of Operations Basics (EDGE: English VID 30 min / Spanish VID 24 mins / English & Spanish ILT/VILT 1 hr) <i>To receive credit, mark video complete after viewing</i> <input type="checkbox"/> Deployment Fundamentals (EDGE: WBT 30 min) Not required for local geographic Disaster Responder availability. <input type="checkbox"/> Mission Cards – Cardholder Overview (EDGE: English VID 14 min / Spanish VID 16 min / English ILT or Spanish ILT 1 hr) <i>Not required for local geographic Disaster Responder availability. To receive credit, be sure to mark the video complete when you've finished.</i> <input type="checkbox"/> Everyone is Welcome (EDGE: WBT 45 min / English and Spanish ILT/VILT 1 hr) <input type="checkbox"/> Logistics: An Overview (EDGE: ILT / VILT 3 hrs) <input type="checkbox"/> Disaster Transportation Tool Fundamentals (WBT 45 mins) <input type="checkbox"/> Transportation Fundamentals (ILT 2.5 hrs / VILT 2.75 hrs) 	

Group/Activity/Position:

LOG/TRA/SV

Logistics/Transportation/Supervisor

 Revised:
06-29-2020

Purpose:

The purpose of the logistics transportation activity is to maintain, inventory and service Red Cross owned vehicles and track all vehicles used on a disaster relief operation. The role of the Transportation Supervisor is to assign and monitor successful completion of assigned task. Tasks are associated with the key responsibilities below.

Key Responsibilities:

- Supervising service associates on specific transportation task.
- Managing fleet operations on the disaster relief operation.
- Ensuring Daily Transportation Reports are completed and accurate.
- Assisting other activities in the delivery and return of vehicles and with mail procedures and processes.
- Maintaining accurate transportation forms, data systems, implementing transportation procedures.
- Completion, filing and tracking of accident forms and requirements.

Qualifications:

- Working knowledge in Transportation systems & procedures.
- Working knowledge of Red Cross policies and procedures.
- Demonstrates good organizational skills.
- Demonstrates ability to inspect and operate vehicles and to separate and deliver packages.
- Demonstrates ability to receive direction and operate independently.
- Good organizational skills, responsible and punctual.
- Demonstrated ability to implement Transportation Management Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to supervise workers in completing assigned tasks.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Requirements:

- Stand for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training
Required:

- All required LOG/TRA/SA training
- Transportation Management ([ILT](#) 2.5 hrs / VILT 2.75 hrs)
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)



Group/Activity/Position:

LOG/TRA/MN

Logistics/Transportation/Manager

Revised:
06-29-2020

Purpose:

The role of the transportation manager is to envision, design & lead a diverse team of supervisors by developing a Transportation unit which includes affected chapter workers. Ability to provide appropriate support, feedback and recognition. Ability to motivate team building. Ability to communicate specific requirements and to demonstrate customer service skills. Ability to perform multiple Transportation duties to include assuring accidents reports are handled in a timely manner, inspection of vehicles, schedule of repair, and negotiating rentals. Ability to verify and confirm commitments and contact transportation sources.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Supervising all activities within the Transportation unit.
- Provides both technical support and direct leadership to all workers within the unit, such as national fleet operations or couriers.
- Managing fleet operations on the disaster relief operation.
- Reports directly to the Logistics Chief/Lead.
- Ensure Daily Transportation Reports are complete.
- Attend and conduct meetings and briefings for transportation staff.
- Provide staff with job evaluation.
- Providing information for the service delivery plan.
- Expertise in Transportation systems & procedures.
- Working knowledge of Red Cross policies and procedures.

Qualifications:

- Good organizational skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated proficiency in progressive discipline and issue resolution knowledge through previous successful assignments or experiences.
- Demonstrated strong people management and team building/treatment skills.
- Demonstrated ability to implement Transportation Management Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to manage and lead workers in completing assigned tasks.
- Demonstrated ability to maintain confidentiality.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- All required LOG/TRA/SV training
- Logistics Management (EDGE: ILT 8 hrs / VILT 6 hrs)



Group/Activity/Position:

LOG/IKD/SA

Logistics/In-Kind Donations/Service Associate

Revised:
12-3-20

Purpose:

The purpose of In-Kind Donations (IKD) is to plan for, request and accept budget-relieving in-kind donations of goods and services on the disaster relief operation. The IKD Service Associate role is to provide appropriate support to the in-kind leadership team by successfully completing assigned tasks.

Key Responsibilities:

- Soliciting unmanaged local donors for DRO needed products and services.
- Arranging and tracking the shipment of in-kind donations until they are received.
- Proactively following up with local unmanaged donors, chapter fundraising staff, and national headquarters fundraising staff as needed.
- Receiving and addressing unsolicited offers as well as unsolicited donations.
- Transferring excess donations to other organizations.
- Ensuring proper records management and reporting of received donations.

Qualifications:

- Experience in development/fundraising, or sales, or marketing.
- Strong verbal and written communication skills.
- Ability to positively interact with high ranking individuals from companies and corporations, both in person and on the telephone.
- Excellent customer service skills, the ability to manage multiple tasks simultaneously and strong computer skills.
- Ability to perform duties in adverse work/living conditions.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Capacity (Red Cross will consider accommodation):

- Work in extreme heat and/or humidity*
- Ability to speak clearly on phone and in person.*
- Able to work in stressful work conditions*
- Able to work on a computer*
- Drive in day time and at night*

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) *Not required for local geographic Disaster Responder availability. To receive credit, be sure to mark the video complete when you've finished.*
- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)
- In-Kind Donations on Disaster Relief Operation Fundamentals (EDGE: [WBT](#) 45 min / ILT 3 hrs)



Group/Activity/Position:

LOG/IKD/SV

Logistics/In-Kind Donations/Supervisor

Revised:
12-31-2020

Purpose:

The purpose of In-Kind Donations (IKD) is plan for, request and accept budget-relieving in-kind donations of goods and services on the disaster relief operation. The IKD supervisor role is to provide appropriate support to the in-kind team by successfully assigning tasks, monitoring completion and mentoring team members.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Supervising the Services Associates and assigning tasks as appropriate
- Working with Disaster Relief Operation leadership (Chiefs/Managers) to forecast/identify in-kind needs
- Coordinating solicitation of donors with local Chapter fundraising staff and National Headquarters fundraising staff
- Soliciting unmanaged local donors
- Arranging and tracking the shipment of in-kind donations until they are received
- Proactively following up with local unmanaged donors, chapter fundraising staff, and national headquarters fundraising staff as needed.
- Receiving and addressing unsolicited offers as well as unsolicited donations
- Working with Chapter fundraising staff and Relief Operation/Chapter Public Affairs staff to reduce the arrival of unsolicited donations
- Liaising between Disaster Relief Operations headquarters and temporary or permanent Red Cross warehouses,
- Transferring excess donations to other organizations
- Managing the stewardship and recognition of in-kind donors
- Ensuring proper records management and reporting of received donations

Qualifications:

- Experience in development/fundraising, sales, marketing, senior management, training, leadership development.
- Technical knowledge of the Activity including disaster operations
- Strong understanding of Red Cross policies and procedures.
- Experience in staff supervision;
- Strong verbal and written communication skills;
- The ability to positively interact with high ranking individuals from companies and corporations, both in person and on the telephone;
- Excellent customer service skills; the ability to manage multiple tasks simultaneously; and strong computer skills.
- Ability to perform duties in adverse work/living conditions.
- Builds Effective Teams
- Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.
- Proper records management and reporting of received donations.

Physical Requirements – Ability to:

- Work in extreme heat and/or humidity*
- Ability to speak clearly on phone and in person.*
- Able to work in stressful work conditions*
- Able to work on a computer*
- Drive in day time and at night*

Training

Required:

- All required LOG/IKD/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)

Group/Activity/Position:

LOG/IKD/MN

Logistics/In-Kind Donations/Manager

 Revised:
06-29-2020

Purpose:

The purpose of In-Kind Donations (IKD) is to plan for, request and accept budget-relieving in-kind donations of goods and services on the disaster relief operation. The IKD manager role is to create a coordinated fundraising strategy for In-Kind Donations, interpret In-Kind procedures, and provide appropriate leadership to assigned workers.

Key Responsibilities:

- Oversee the work of Supervisors and provide information and interpretation of policy and procedure as the subject matter expert on the in-kind activity.
- Work with Disaster Relief Operation leadership (Chiefs/Managers) to forecast/identify in-kind needs and create a coordinated fundraising strategy for In-Kind Donations
- Develop and ensure the implementation of the Activity's section of the service delivery plan,
- Ensure clear and concise communication flow to and from the Activity workforce and operation leadership,
- Assess, manage, and monitor the staffing needs of the assigned Activity,
- Review relief operation status reports and visit service delivery sites as required,
- Meet with the Logistics Chief and other Activity managers to discuss plans and relevant issues and resolve current and potential service delivery problems.

Qualifications:

- Experience in development/fundraising, sales, marketing, senior management, training, leadership development.
- Expert technical knowledge of IKD.
- Consistently successful in-kind experience, including disaster operations with a strong understanding of Red Cross policies and procedures.
- Experience in staff supervision.
- Strong verbal and written communication skills.
- Ability to positively interact with high ranking individuals from companies and corporations, both in person and on the telephone.
- Excellent customer service skills.
- Proven ability to manage multiple tasks simultaneously; and strong computer skills.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- Work in extreme heat and/or humidity*
- Ability to speak clearly on phone and in person.*
- Able to work in stressful work conditions*
- Able to work on a computer*
- Drive in day time and at night*

Training
Required:

- All required LOG/IKD/SV training

Group/Activity/Position:

LOG/SUP/SA

Logistics/Supply/Service Associate

 Revised:
3-5-2021

Purpose:

The Logistics Supply activity on a disaster relief operation receives, decides sourcing, fills and delivers orders for supplies from DRO groups and activities. The role of the supply service associate is to successfully complete assigned tasks as related to the key responsibilities below.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Receive, track, fill and deliver supply orders within time allotted standards in the Supply Standards and Procedures.
- Record, view and obtain order status electronically.
- Provide good customer service
- Complete reconciliation and order fulfillment as required.

Qualifications:

- Good organizational skills, responsible and punctual.
- Ability to actively listen.
- Ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Knowledge in Supply systems & procedures.
- Knowledge of ARC policies & procedures.
- Demonstrates knowledge in reconciliation and order fulfillment.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Requirements – Ability to:

- Lift/Carry 20 lb. Multiple times/shift
- Lift/Carry 50 lb. Multiple times/shift
- Stand for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Bend or stoop multiple times a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Able to step up/down 18 inches
- Speak clearly on phone and in person
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training
Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) *Not required for local geographic Disaster Responder availability. To receive credit, be sure to mark the video complete when you've finished.*
- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)
- Supply Fundamentals (EDGE: ILT 6 hrs / VILT 2.5 hrs)

Group/Activity/Position:

LOG/SUP/SV

Logistics/Supply/Supervisor

 Revised:
3-5-2021

Purpose:

The Logistics Supply activity on a disaster relief operation receives, decides sourcing, fills and delivers orders for supplies from DRO groups and activities. The role of the Supply Supervisor is to successfully manage a team in completion of assigned tasks as related to the key responsibilities below.

Key Responsibilities:

- Supervise tasks regarding receiving, tracking, filling and delivering supply orders within time allotted standards in the Supply Standards and Procedures.
- Monitoring records and ensuring accurate, complete electronic records per requirements.
- Provide good customer service.
- Complete reconciliation and order fulfillment as required.
- Implement Supply Standards and Procedures
- Explain purpose, content and capability of Logistics Supply systems
- Supervise Logistics Supply Service Associates on Supply tasks.

Qualifications:

- Implementing and ensuring assigned workers implement Supply Standards and Procedures.
- Ability to lead a Logistics Supply team as they plan and implement ordering and tracking supplies
- Good organizational skills, responsible and punctual.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to manage and lead workers in completing assigned tasks.
- Demonstrates proficiency in Supply systems & procedures.
- Uses reporting tools to make decisions.
- Demonstrates ability to solve problems with quality services as a goal.
- Ability to acquire and evaluate information.
- Demonstrates expertise in reconciliation and order fulfillment.
- Demonstrates ability to see that tasks are accomplished on time and within budget
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Requirements:

- Lift/Carry 20 lb. Multiple times/shift*
- Lift/Carry 50 lb. Multiple times/shift*
- Stand for two-hour periods*
- Walk on uneven terrain*
- Walk for two miles during a shift*
- Bend or stoop multiple times a shift*
- Work outdoors in inclement weather*
- Work in extreme heat and/or humidity*
- Work in extreme cold*
- Able to step up/down 18 inches*
- Speak clearly on phone and in person*
- Able to work in stressful work conditions*
- Able to work on a computer*
- Drive in day time and at night*

Training
Required:

- All required LOG/SUP/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)



Group/Activity/Position:

LOG/SUP/MN

Logistics/Supply/Manager

Revised:
06-29-2020

Purpose:

To envision, design & lead a diverse team of supervisors by developing a Supply team which includes affected chapter workers. Ability to provide appropriate support, feedback and recognition. Ability to motivate team building. Ability to anticipate, identify and interpret supply requirements. Ability to implement supply strategies and to work with Logistic functions to ensure products are ordered and tracked correctly.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Implementing and ensuring assigned workers implement Supply Standards and Procedures.
- Overseeing the Logistics Supply Activity
- Ability to lead and mentor the Logistics Supply team as they plan and implement Service Delivery Planning.
- Ability to devise cost estimates for the service delivery plan.
- Ability to explain purpose, content and capability of Logistics Supply systems to assigned staff.
- Demonstrates strong organizational skills and knowledge of ARC policies & procedures.
- Demonstrates expertise in evaluating performance & providing feedback.
- Uses reporting tools to make decisions.
- Demonstrates ability to make budget adjustments to meet objectives.
- Demonstrates ability to use materials and space effectively.
- Demonstrates working knowledge of cost factors in Supply.
- Demonstrates ability to include and mentor Supply Supervisors in Service Delivery Process.
- Holding regular meetings with staff & affected chapters to discuss plans and issues and resolve problems.
- Demonstrates ability to interact with high ranking officials in the community.
- Demonstrates ability to involve appropriate others in managing problems and conflict.
- Demonstrates ability to solve problems with quality services as a goal.
- Ability to acquire and evaluate information
- Demonstrates expertise in reconciliation and order fulfillment.
- Demonstrates ability to see that tasks are accomplished on time and within budget.

Qualifications:

- Good organizational skills, responsible and punctual.
- Demonstrates active listening skills.
- Demonstrates proficiency in progressive discipline and issue resolution knowledge through previous successful assignments or experiences.
- Demonstrated strong people management and team building/treatment skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to manage and lead workers in completing assigned tasks.
- Demonstrated ability to maintain confidentiality.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work outdoors in inclement weather |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Drive in day time and at night. |

Training

Required:

- All required LOG/SUP/SV training
- Logistics Management (EDGE: ILT 8 hrs / VILT 6 hrs)



Group/Activity/Position:

LOG/LSAP/SA

Logistics/Life Safety and Asset Protection/Service Associate

Revised:
12-3-20

Purpose:

The purpose of the logistics (life safety and asset protection) activity is to identify safety, security and asset concerns that may arise on a disaster relief operation. The LSAP Service Associate on the disaster relief operation is to complete assigned tasks successfully. Task are associate with the key responsibilities below.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Ensure that all Life Safety and Asset Protection tasks assigned are addressed immediately, appropriately, documented and shared with the supervisor.
- Identify and correct any safety issues reported in a timely manner.
- Ensure collaboration with other groups and activities as required and within their scope of responsibility-facilities, people, etc.
- Respond to any major incidents occurring in their assigned area of responsibility and provide direct assistance and guidance to Red Cross workers as needed to ensure safety and protection.

Qualifications:

- Ability to work independently or in team settings
- Excellent interpersonal skills with the ability to develop, promote and maintain effective working relationships.
- Ability to handle obtained information with integrity and confidentiality
- Ability to conduct interviews and administrative inquiries.
- Ability to communicate effectively orally and in writing
- Ability to conduct and document physical safety/security surveys and recognize LSAP issues, hazardous or potentially hazardous conditions on disaster relief operation and work to design and implement safe alternatives to mitigate or eliminate such conditions
- Work collaboratively with all Red Cross groups and activities.
- Ability to follow verbal and written direction.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish [ILT/VILT](#) 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish [ILT/VILT](#) 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English [ILT](#) or Spanish [ILT](#) 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Logistics: An Overview (EDGE: [ILT](#) / [VILT](#) 3 hrs)



Group/Activity/Position:

LOG/LSAP/SV

Logistics/Life Safety and Asset Protection/Supervisor

Revised:
12-31-2020

Purpose:

Under the direction of the Life Safety and Asset Protection Manager the LSAP Supervisor is responsible for all assigned aspects of Life Safety and Asset Protection operations on the disaster relief operation (DRO) reporting directly to the DRO LSAP Manager or a District LSAP Manager. The LSAP Supervisor on the disaster relief operation may directly or indirectly be responsible for all operational aspects of the LSAP Activity to include: liaising with law enforcement, fire, safety agencies and organizations, determining staffing needs, directing daily activities, preparing and justifying budget requirements, identifying/monitoring potential LSAP problems, interfacing with other Activity Managers and staff to provide technical expertise and guidance along with the supervision of LSAP team members on the disaster relief operation. Ensures the written evaluations of all LSAP team members are completed along with other operational duties as assigned. In the absence of the LSAP Manager or District LSAP Manager may be in charge and directly or indirectly responsible for the management and operation of their respective LSAP Activity in their assigned area on the disaster relief operation.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Ensure that all Life Safety and Asset Protection issues are addressed immediately and appropriately
- Ensure that the written documentation is also provided.
- Assist the with the acquiring and management of contract security companies/officers
- Supervision of LSAP Team members in the field
- Immediately advise the LSAP Manager of incidents involving Red Cross Staff.
- Respond to any major incidents occurring in their area of responsibility and provide direct assistance and guidance to Red Cross Staff on scene. Review and approve all reports filed.
- Liaise with the local law enforcement, fire or security agencies in their area of responsibility
- Approval of all operational reports written by LSAP Team members
- Write LSAP Team members evaluation
- Demonstrates strong organizational skills.
- Demonstrates expertise in evaluating performance & providing feedback.
- Demonstrates expertise in identifying, organizing, planning & allocating resources.
- Demonstrates ability to involve appropriately others in managing problems and conflicts.

Qualifications:

- Three to five years' experience in government; private sector; local, state and federal law enforcement; Corporate security; Investigations; Military Intelligence; Emergency management; Fire; Safety; Industrial hygiene; OSHA and HAZMAT Operations to include the supervisory responsibility for multiple staff, operating at multiple sites in changing environments.
- Successfully served as a LSAP team member on a similar scope and scale disaster relief operation
- Must be a self-starter with the ability to work effectively either independently or in team settings
- Excellent interpersonal skills with the ability to develop promote and maintain effective working relationships with diverse individuals, groups and agencies to include Red Cross clients and staff while effectively representing the LSAP
- Ability to handle sensitive law enforcement, safety, health and human resource information with integrity and confidentiality
- Ability to conduct interviews and administrative inquiries.
- Ability to produce accurate and concise written incident reports.
- Ability to communicate effectively orally and in writing
- Be flexible and adaptable in various situations and work settings, including weather conditions, cultures and geographic areas
- Ability to conduct physical safety/security surveys and recognize LSAP issues, hazardous or potentially hazardous conditions on disaster relief operation and work with LSAP team members to design programs for mitigating or eliminating such conditions
- Ability to make independent decisions within the parameters of Red Cross regulations and procedures
- Support, develop, guide both experienced and new Life Safety and Asset Protection team members.
- Work collaboratively with all administrators and managers in other Red Cross activities.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives. **Continued**



Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- All required LOG/LSAP/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)



Group/Activity/Position:

LOG/LSAP/MN

Logistics/Life Safety and Asset Protection/Manager

Revised:
06-29-2020

Purpose:

Life Safety and Asset Protection Manager is responsible for all aspects of Life Safety and Asset Protection operations on the disaster relief operation (DRO). The LSAP Manager reports directly to the DRO Logistic Chief or Generalist Lead. The LSAP Manager maintains communication with the Logistics Lead at National Headquarters for technical guidance. The LSAP Manager on the disaster relief operation is directly or indirectly responsible for all operational aspects of the LSAP Activity to include: liaising with law enforcement, fire, safety agencies and organizations, determining staffing needs, directing daily activities, preparing and justifying budget requirements, identifying/monitoring potential LSAP problems, interfacing with other Activity Managers and staff to provide technical expertise and guidance along with the supervision of all LSAP team members on the disaster relief operation. (e.g., LSAP Supervisors, and LSAP Service Associates) ensures the written evaluations and endorsements of all LSAP team members are completed along with other operational duties as assigned.

Key Responsibilities:

- Responsibilities and expectations include but are not limited to:
- Ensure that all Life Safety and Asset Protection issues are addressed immediately and appropriately along with providing the written documentation.
- Liaise with and assist managers in other functional activities.
- Liaise with law enforcement, fire, safety agencies and organizations.
- Directly responsible to ensure the confidentiality of all LSAP records.
- Effectively determine the staffing needs for both LSAP team members and contract security officers and/or law enforcement officers.
- Responsible for the acquiring and management of contract security companies/officers.
- Responsible for the overall assignments and delegation of tasks to LSAP team members.
- Responsible for the supervision of confidential investigations.
- Determine equipment needs.
- Fiscal/budget management and/or providing documentation and technical information and guidance.
- Approval of all operational reports and written LSAP team member evaluations.
- Demonstrates expertise in identifying, organizing, planning & allocating resources.
- Demonstrates ability to make budget adjustments to meet objectives.
- Demonstrates ability to use materials and space effectively
- Demonstrates ability to interact with high ranking officials in the community.
- Demonstrates ability to involve appropriately others in managing problems and conflict.
- Ability to acquire and evaluate information

Qualifications:

- Five to seven years' experience in government; private sector; local, state and federal law enforcement; Corporate security; Investigations; Military Intelligence; Emergency management; Fire, Safety; Industrial hygiene; OSHA and HAZMAT Operations to include the management of personnel or supervisory responsibility for multiple staff, operating at multiple sites in changing environments.
- Must be a self-starter with the ability to work effectively either independently or in team settings
- Quickly develop and maintain an effective cohesive team environment under fast paced, changing or adverse conditions
- Excellent interpersonal skills with the ability to develop promote and maintain effective working relationships with diverse individuals, groups and agencies to include Red Cross clients and staff while effectively representing the Life Safety and Asset Protection Functional Activity.
- Ability to conduct interviews and administrative inquiries.
- Ability to produce accurate and concise written incident reports using computers.
- Ability to communicate effectively orally and in writing
- Ability to recognize LSAP issues, hazardous or potentially hazardous conditions on disaster relief operation and work with LSAP team members to design programs for mitigating or eliminating such conditions.
- Ability to make independent decisions within the parameters of Red Cross standards and procedures.
- General understanding of essential elements of LSAP issues in weapons of mass destruction/terrorism (WMD/T), chemical biological, radiological, nuclear explosive (CBERNE) incidents
- Ability to plan, organize, staff and manage LSAP team members.
- Support, develop, and guide both experienced and new LSAP team members.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Continued



Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- All required LOG/LSAP/SV training
- Logistics Management (EDGE: ILT 8 hrs / VILT 6 hrs)



Group/Activity/Position:

LOG/PRO/SA Logistics/Procurement/Service Associate

Revised:
12-3-20

Purpose:

The purpose of the logistics procurement activity is to obtain materials and supplies for the DRO through numerous sources resulting in timely delivery while being cost effective. The role of the procurement service associate is to complete assigned tasks successfully based on the key responsibilities below.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Ensure accurate and timely processing of 6455 and use of sourcing mechanism.
- Procure supplies and open vendor accounts.
- Maintain vendor files.
- Work with Supply to research most cost effective and timely providers.

Qualifications:

- Good organizational skills, responsible and punctual.
- Demonstrates active listening skills.
- Ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to complete assigned tasks.
- Ability to use materials and space effectively.
- Ability to participate and contribute in regular meetings.
- Ability to acquire and evaluate information
- Ability to research and conduct resourcing requirements.
- Ability to place orders for goods and services.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Requirements – Ability to:

- Lift/Carry 20 lb. Multiple times/shift
- Lift/Carry 50 lb. Multiple times/shift
- Walk on uneven terrain
- Bend or stoop multiple times a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) *Not required for local geographic Disaster Responder availability. To receive credit, be sure to mark the video complete when you've finished.*
- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)



Group/Activity/Position:

LOG/PRO/SV

Logistics/Procurement/Supervisor

Revised:
12-31-2020

Purpose:

The purpose of the logistics procurement activity is to obtain materials and supplies for the DRO through numerous sources resulting in timely delivery while being cost effective. The role of the Procurement Supervisor is to manage a team in completion of assigned tasks successfully based on the key responsibilities below.

Key Responsibilities:

- Implementing and ensuring assigned workers implement Procurement Standards and Procedures.
- Supervising Logistics Procurement Service Associates on specific tasks.
- Accurate and timely processing of 6455 and use of sourcing mechanism.
- Procure supplies and open vendor accounts.
- Maintain vendor files.
- Work with Supply to research most cost effective and timely providers.

Qualifications:

- Demonstrates strong organizational skills and knowledge of American Red Cross policies & procedures.
- Demonstrates ability to include and mentor Procurement Service Associates in procurement tasks.
- Ability to acquire and evaluate information.
- Demonstrates ability to reconcile and order fulfillment.
- Demonstrates ability to see that tasks are accomplished on time and within budget.
- Demonstrates expertise in Procurement systems & procedures.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Requirements:

- Lift/Carry 20 lb. Multiple times/shift*
- Lift/Carry 50 lb. Multiple times/shift*
- Walk on uneven terrain*
- Bend or stoop multiple times a shift*
- Work outdoors in inclement weather*
- Work in extreme heat and/or humidity*
- Work in extreme cold*
- Speak clearly on phone and in person*
- Able to work in stressful work conditions*
- Able to work on a computer*
- Drive in day time and at night*

Training

Required:

- All required LOG/PRO/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)



Group/Activity/Position:

LOG/PRO/MN Logistics/Procurement/Manager

Revised:
06-29-2020

Purpose:

To envision, design & lead a diverse team of supervisors by developing a Procurement team which includes affected chapter workers. Ability to provide appropriate support, feedback and recognition. Ability to motivate team building. Ability to negotiate purchase contracts, loans and lease agreements and to develop and finalize delivery plans. Ability to assess property conditions for disposition.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Implementing and ensuring assigned workers implement Procurement Standards and Procedures.
- Overseeing the Logistics Procurement Activity
- Ability to lead and mentor the Logistics Procurement team as they plan and implement Service Delivery Planning.
- Ability to explain purpose, content and capability of Logistics Procurement systems to assigned staff.
- Demonstrates strong organizational skills and knowledge of ARC policies & procedures.
- Demonstrates expertise in evaluating performance & providing feedback.
- Uses reporting tools to make decisions.
- Demonstrates ability to use materials and space effectively.
- Demonstrates ability to include and mentor Procurement Supervisors in Service Delivery Process.
- Holding regular meetings with staff & affected chapters to discuss plans and issues and resolve problems.
- Demonstrates ability to interact with high ranking officials in the community.
- Demonstrates ability to involve appropriate others in managing problems and conflict.
- Demonstrates ability to solve problems with quality services as a goal.
- Ability to acquire and evaluate information
- Demonstrates expertise in reconciliation and order fulfillment.
- Demonstrates ability to see that tasks are accomplished on time and within budget.
- Demonstrates expertise in Procurement systems & procedures.
- Demonstrates expertise in working with DLC to implement national contracts

Qualifications:

- Good organizational skills, responsible and punctual.
- Demonstrates active listening skills.
- Demonstrates proficiency in progressive discipline and issue resolution knowledge through previous successful assignments or experiences.
- Demonstrated strong people management and team building/treatment skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to manage and lead workers in completing assigned tasks.
- Demonstrated ability to maintain confidentiality.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme cold | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work outdoors in inclement weather | |

Training

Required:

- All required LOG/PRO/SV training
- In-Kind Donations on Disaster Relief Operations Fundamentals (EDGE: [WBT](#) 45 min / [ILT](#) 3 hrs)
- Logistics Management (EDGE: [ILT](#) 8 hrs / [VILT](#) 6 hrs)



Group/Activity/Position:

LOG/GEN/MN

Logistics/Generalist/Manager

Revised:
12-31-2020

Purpose:

To envision, design & lead a diverse team of managers/leaders by developing any Logistics Activity unit which includes affected chapter workers.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Implementing and ensuring assigned workers implement Logistics Standards and Procedures.
- Overseeing the Logistics Activities i.e.: Facilities, Warehousing, Transportation, In-Kind Donations, Life Safety and Asset Protection, Procurement and Supply.
- Lead and mentor a team of Logistics leadership as they plan and implement Service Delivery Planning.
- Devise cost estimates for the service delivery plan.
- Explain purpose, content and capability of Logistics systems.
- Demonstrates strong organizational skills and knowledge of American Red Cross policies & procedures.
- Demonstrates expertise in evaluating performance & providing feedback.
- Holding regular meetings with staff & affected chapters to discuss plans and issues and resolve problems.

Qualifications:

- Manager in two of the Logistics Activities
- Good organizational skills, responsible and punctual.
- Demonstrated strong people management and team building/treatment skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Uses reporting tools to make decisions.
- Demonstrates ability to make budget adjustments to meet objectives.
- Demonstrates ability to use materials and space effectively.
- Demonstrates working knowledge of cost factors in Logistics.
- Demonstrates ability to involve appropriate others in managing problems and conflict.
- Demonstrates ability to solve problems with quality services as a goal.
- Ability to acquire and evaluate information.
- Demonstrates ability to see that tasks are accomplished on time and within budget.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Requirements – Ability to:

- Walk on uneven terrain*
- Walk for two miles during a shift*
- Bend or stoop multiple times a shift*
- Crawl on the floor or ground*
- Able to use ladder or step-stool*
- Work outdoors in inclement weather*
- Work in extreme heat and/or humidity*
- Work in extreme cold*
- Able to step up/down 18 inches*
- Speak clearly on phone and in person*
- Able to work in stressful work conditions*
- Able to work on a computer*
- Drive in day time and at night*

Training

Required:

- Required training for two Logistics MN GAPs
- Incident Reporting Fundamentals (EDGE: [WBT](#) 1 hr)
- Event-Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol (EDGE: [VID](#) 17 min)
- Disaster Transportation Tool Fundamentals ([WBT](#) 45 mins)
- Transportation Fundamentals (ILT 2.5 hrs / VILT 2.75 hrs)
- Transportation Management ([ILT](#) 2.5 hrs / VILT 2.75 hrs)



Group/Activity/Position:

LOG//CH

Logistics//Chief

Revised:
06-29-2020

Purpose:

To envision, design & lead a diverse team of managers/leaders by developing any Logistics Activity unit which includes affected chapter workers.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Implementing and ensuring assigned workers implement Logistics Standards and Procedures.
- Overseeing the Logistics Activities i.e.: Facilities, Warehousing, Transportation, In-Kind Donations, Life Safety and Asset Protection, Procurement and Supply.
- Lead and mentor a team of Logistics Managers as they plan and implement Service Delivery Plan.
- Devise cost estimates for the service delivery plan using working knowledge of cost factors in Logistics and making adjustments to meet objectives.
- Explain purpose, content and capability of Logistics systems.

Qualifications:

- Should be a manager in two of the Logistics Activities.
- Demonstrated strong people management and team building/treatment skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrates expertise in all logistics systems. & strong program management skills.
- Uses reporting tools to make decisions.
- Demonstrates ability to solve problems with quality services as a goal.
- Demonstrates strong organizational skills and knowledge of ARC policies & procedures.
- Demonstrates ability to see that tasks are accomplished on time and within budget.
Drives Engagement
- Creating a climate where people are motivated to do their best to help the organization achieve its objectives.
- Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies.
- Manages Ambiguity: Operating effectively, even when things are not certain or the way forward is not clear.

Physical Requirements – Ability to:

- Walk on uneven terrain*
- Work in extreme heat and/or humidity*
- Speak clearly on phone and in person*
- Able to work in stressful work conditions*
- Able to work on a computer*
- Drive in day time and at night*

Training

Required:

- Required training for two Logistics MN GAPs
- Disaster Transportation Tool Fundamentals ([WBT](#) 45 mins)
- Transportation Fundamentals (ILT 2.5 hrs / VILT 2.75 hrs)
- Transportation Management (ILT 2.5 hrs / VILT 2.75 hrs)



Group/Activity/Position:

MC/FF/SA

Mass Care/Feeding/Service Associate

Revised:
6-24-2021

Purpose:

The role of Feeding Service Associate is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility on a disaster relief operation. They ensure food safety and proper food service in a variety of work locations while supervising workers throughout the cycle of the disaster.

Key Responsibilities:

- Serve as a Kitchen Crew, Load Master, Communications/Dispatcher, yard Crew, Inventory Crew, Mobile Feeding Crew, Canteen Associate, or other feeding worker position on a disaster relief operation.
- Meeting disaster-caused feeding needs of individuals, families, and communities.
- Preparing and serving meals that meet required cultural, religious, and dietary sensitivities of clients, practicing Safe Food Handling at all times.
- Maintaining clear communication and collaboration with supervisor and peers.
- Ensuring accuracy in all assigned tasks.
- Providing feedback on disaster impact and community recovery, collecting essential elements of information.
- Providing accurate reporting of feeding activity as assigned.

Qualifications:

- Ability to function in a dynamic and stressful environment.
- Ability to apply throughout the feeding process.
- Ability to organize, plan, and allocate resource while using materials and space effectively.
- Ability to participate and contribute in regular meetings.
- Good organizational skills, responsible and punctual.
- Active listening skills and ability to work well with others.
- Ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to interact with community members in a clear, compassionate manner.
- Ability to involve appropriate others in managing problems and conflict.
- Ability to acquire, evaluate, and report information accurately.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Requirements:

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme heat and/or humidity | |

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Mass Care: An Overview (EDGE: [WBT](#) 30 min / ILT 3.5 hrs)
- Basic Food Safety (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 2.5 hrs)
- Feeding Activity Introduction (EDGE: [WBT](#) 20 min / ILT 2 hrs) Required for new responders as of 4/8/19.
- Feeding Fundamentals v2 (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.25 hrs / English ILT/VILT 1.5 / Spanish ILT/VILT 2 hrs)
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)

Recommended:

- ERVs: Ready Set Roll (EDGE: ILT 3 hrs + road test)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)



Group/Activity/Position:

MC/FF/SV

Mass Care/Feeding/Supervisor

Revised:
12-31-2020

Purpose:

The role of Feeding Supervisor is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility on a disaster relief operation. They ensure food safety and proper food service in a variety of work locations while supervising workers throughout the cycle of the disaster.

Key Responsibilities:

- Serve as a Kitchen Supervisor, Mobile Feeding Supervisor, Yard Supervisor, Route Planner, or Inventory Supply Supervisor on a Disaster Relief Operation.
- Supervising workers in assigned location including setting schedules, days off, daily job assignment, and completing work performance evaluations.
- Ensuring that self and all workers follow current feeding standards and procedures and job tools while performing all tasks.
- Planning feeding routes, production and route schedules, and menus that are appropriate for all clients.
- Analyzing collected data, looking at trends and planning beyond the next meal and the next day to include a feeding exit strategy with a transition back to the community.
- Communicating and collaborating effectively with Site Manager, other supervisors, and workers.
- Ensuring accurate reporting, including inventory, from all workers and completing and submitting accurate daily reports.

Qualifications:

- Successful work performance reviews in feeding from 2 or more DROs.
- Ability and knowledge in evaluating performance & providing feedback.
- Ability to interact with high ranking officials in the community in a clear, compassionate manner.
- Good organizational skills, active listening skills, responsible and punctual.
- Ability to acquire, evaluate, and report information accurately and using information for identifying, organizing, planning and allocating resources.
- Ability to use materials and space effectively while making budget adjustments to meet objectives.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to involve appropriate others in managing problems and conflict.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Requirements:

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme heat and/or humidity | |

Training

Required:

- All required MC/FF/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)
- ERVs: Ready Set Roll (EDGE: ILT 3 hrs + road test)
- Kitchen Site Management (EDGE: [WBT](#) 1 hr / ILT 3 hrs)
- Kitchen Site Management Simulation (EDGE: ILT 3.5 hrs / VILT 4 hrs)

Recommended:

- Shelter Fundamentals v2 (EDGE: English [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / English ILT/VILT 1.5 hrs / Spanish ILT/VILT 2 hrs)
- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)



Group/Activity/Position:

MC/FF/MN

Mass Care/Feeding/Manager

Revised:
06-29-2020

Purpose:

The role of Feeding Manager is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility on a disaster relief operation. They ensure food safety and proper food service in a variety of work locations while supervising workers throughout the cycle of the disaster.

Key Responsibilities:

- Serve as a Kitchen Manager at a kitchen or Feeding Lead at a district or DRO headquarters on a Disaster Relief Operation.
- Ensuring that self and supervisors on your team supervise workers in assigned location including setting schedules, days off, daily job assignment, completing work performance evaluations.
- Ensuring that self and all workers follow current feeding standards and procedures and job tools while performing all tasks.
- Ensuring that feeding routes, production and route schedules, and menus that are appropriate for all clients.
- Participating with operations and partners in strategic planning, including advanced operational planning for service delivery, identifying trends and modifying service delivery plans based on those trends, and developing transition plans for feeding.
- Communicating and collaborating effectively with individuals at all levels of the operation.
- Ensuring accurate reporting from all workers and completing and submitting accurate daily reports.

Qualifications:

- Successful work performance reviews in feeding from 4 or more DROs.
- Demonstrated ability to coordinate, resource, and oversee multiple feeding sites simultaneously.
- Demonstrated ability to strategically plan feeding operations in collaboration with Mass Care Chief & other activity leads.
- Demonstrated ability to evaluate and synthesize data from multiple sources to complete reports, escalate issues, and dynamically shift tactical priorities.
- Good organizational skills, active listening skills, responsible and punctual.
- Demonstrated proficiency in evaluating performance and providing feedback.
- Demonstrated ability to use materials and space effectively while making budget adjustments to meet objectives.
- Proven track record of holding regular meetings with staff to discuss plans and issues and resolve problems.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community leaders in a clear, compassionate manner.
- Demonstrated ability to involve appropriate others in managing problems and conflict.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Requirements:

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme heat and/or humidity | |

Training

Required:

- All required MC/FF/SV training
- Feeding Manager Operations (EDGE: [WBT](#) 45 mins)
- Mass Care Management (EDGE: ILT / VILT 8 hrs)

Recommended:

- Incident Reporting Fundamentals (EDGE: [WBT](#) 1 hr)



Group/Activity/Position:		Revised: 6-24-2021
MC/SH/SA	Mass Care/Sheltering/Service Associate	
Purpose: The Shelter Service Associate is a temporary position assigned to work in person in a Red Cross shelter before, during and/or after a disaster event. Shelter Service Associates complete tasks necessary for shelter operations and provide assistance for disaster clients. Shelter Service Associates support the day-to-day activities within a shelter which may include working in reception, registration, feeding, dormitory, information, or other areas within a shelter.		
Key Responsibilities:		
<input type="checkbox"/> Following worker safety procedures for working in a COVID environment <input type="checkbox"/> Embodying the fundamental principles of the American Red Cross in their work with clients, disaster responders and partners <input type="checkbox"/> Providing excellent client service and support the daily maintenance of the shelter operation at the direction of the assigned Shelter Supervisor <input type="checkbox"/> Using the Shift Tool during the disaster event to report availability and schedule shelter shifts <input type="checkbox"/> Completing the required virtual self-paced training (3 hours of training total)		
Qualifications:		
<input type="checkbox"/> Ability to build appropriate and effective relationships with co-workers and shelter residents. <input type="checkbox"/> Ability to support and correct performance, manage conflict and ask for help early on so that workflow and service delivery does not impact shelter residents or the shelter community. <input type="checkbox"/> Demonstrates clear, concise, and effective written and verbal communication. <input type="checkbox"/> Minimum 18 years of age <input type="checkbox"/> Willing and able to volunteer in person in a COVID -19 disaster shelter before, during and/or after a disaster event <input type="checkbox"/> Availability to sign up for shifts on consecutive days (shifts may be 4, 8 or 12 hours long) <input type="checkbox"/> Willing to complete 3 hours of virtual self-paced training required for position		
Physical Requirements:		
<input type="checkbox"/> Lift / carry 20 lbs. multiple times/shift. <input type="checkbox"/> Stand and or sit for two-hour periods and walk for two miles during a shift. <input type="checkbox"/> Walk on uneven terrain. <input type="checkbox"/> Work outdoors in inclement weather, extreme heat and/or humidity and/or extreme cold. <input type="checkbox"/> Climb two or more flights of stairs. <input type="checkbox"/> Speak clearly on phone and in person. <input type="checkbox"/> Work for long periods on computer and/or reading small print and/or writing. <input type="checkbox"/> Drive in daytime and at night		
Training		
Required:		
<input type="checkbox"/> Disaster Cycle Services: An Overview (EDGE: English WBT 1 hr / Spanish WBT 1.5 hrs / English & Spanish ILT/VILT 2 hrs) <input type="checkbox"/> Everyone is Welcome (EDGE: WBT 45 min / English and Spanish ILT/VILT 1 hr) <input type="checkbox"/> Shelter Fundamentals v2 (EDGE: English WBT 1 hr / Spanish WBT 1.25 hrs / English ILT/VILT 1.5 hrs / Spanish ILT/VILT 2 hrs) <input type="checkbox"/> Serving Shelter Clients During COVID-19 (EDGE: VID 31 mins / VILT 1 hr) <i>OR equivalent COVID-19 Shelter Assignments (retired) and Sheltering in a COVID Environment (retired)</i> <input type="checkbox"/> Deployment Fundamentals (EDGE: WBT 30 min) <input type="checkbox"/> Mission Cards – Cardholder Overview (EDGE: English VID 14 min / Spanish VID 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. <i>To receive credit, be sure to mark the video complete when you've finished.</i>		
Recommended:		
<input type="checkbox"/> Mass Care: An Overview (EDGE: WBT 30 min / ILT 3.5 hrs) <input type="checkbox"/> Basic Food Safety (EDGE: English WBT 1 hr / Spanish WBT 2.5 hrs) <input type="checkbox"/> Psychological First Aid: Helping Others in Times of Stress (EDGE: WBT 1 hr / Spanish WBT 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs) <input type="checkbox"/> Shelter Resident Transition for Those Working In a Shelter (EDGE: VID 11 mins) <i>To receive credit for the video, mark it complete after viewing</i>		



Group/Activity/Position:

MC/SH/SV

Mass Care/Shelter/Supervisor

Revised:
3-22-2021

Purpose:

The Shelter Supervisor is a temporary position assigned to work in person in a Red Cross shelter before, during and/or after a disaster event. Shelter Supervisors supervise a team of assigned workers to successfully complete tasks necessary for shelter operations and aid disaster clients. Shelter Supervisors guide and support the day-to-day activities within a shelter which may include working in reception, registration, feeding, dormitory, information, or other areas within a shelter.

Key Responsibilities:

- Following, implementing and monitoring worker safety procedures for working in a COVID environment
- Embodying and sharing the fundamental principles of the American Red Cross in their work with clients, disaster responders and partners
- Providing clear expectations, feedback and coaching to team members in the provision of excellent client service and support the daily maintenance of the shelter operation at the direction of the assigned Shelter Manager
- Using the Shift Tool during the disaster event to report availability and schedule shelter shifts
- Completing the required virtual self-paced training (9 hours of training total)

Qualifications:

- Ability to build appropriate and effective relationships with co-workers and shelter residents.
- Ability to support and correct team and individual performance, manage conflict and ask for help early on so that workflow and service delivery does not impact shelter residents or the shelter community.
- Demonstrates clear, concise, and effective written and verbal communication.
- Minimum 18 years of age
- Willing and able to work in person in a COVID -19 disaster shelter before, during and/or after a disaster event?
- Availability to sign up for shifts on consecutive days (shifts may be 4, 8 or 12 hours long)
- Minimum 2 years' experience supervising a team of 5 or larger
- Willing to complete 6 hours 30 minutes of virtual self-paced training required for position

Physical Requirements:

- Lift / carry 20 lbs. multiple times/shift.
- Stand and or sit for two-hour periods and walk for two miles during a shift.
- Walk on uneven terrain.
- Work outdoors in inclement weather, extreme heat and/or humidity and/or extreme cold.
- Climb two or more flights of stairs.
- Speak clearly on phone and in person.
- Work for long periods on computer and/or reading small print and/or writing.
- Drive in daytime and at night

Training

Required:

- All required MC/SH/SA training
- Shelter Supervisor (EDGE: [WBT](#) 2.25 hrs / English VILT 2.5 hrs / Spanish VILT 4 hrs) *OR Equivalent Shelter Management (retired)*
- Basic Food Safety (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 2.5 hrs)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)
- Shelter Resident Transition for Those Working In a Shelter (EDGE: [VID](#) 11 mins) *To receive credit for the video, mark it complete after viewing*
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)

Recommended:

- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Mass Care: An Overview (EDGE: [WBT](#) 30 min / ILT 3.5 hrs)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / EDGE: VILT 1 hr)
- RC View National Shelter System Manager (EDGE: VILT 1 hr)

Group/Activity/Position:

MC/SH/MN

Mass Care/Sheltering/Manager

 Revised:
4-28-2021

Purpose:

The role of Sheltering Manager is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility on a disaster relief operation. They ensure safe sheltering at a single shelter while supervising workers throughout the cycle of the disaster.

Key Responsibilities:

- Serve as a Sheltering Lead at a district or DRO headquarters on a Disaster Relief Operation.
- Ensuring that self and supervisors on your team supervise workers in assigned location including setting schedules, days off, daily job assignment, completing work performance evaluations.
- Ensuring that self and all workers follow current sheltering standards and procedures and job tools while performing all tasks.
- Ensuring that sheltering services are appropriate for all clients.
- Participating in strategic planning for service delivery, incorporating trends, planning beyond the next day to include an exit strategy with a transition back to the community.
- Communicating and collaborating effectively with individuals at all levels of the operation.
- Ensuring accurate reporting from all workers and completing and submitting accurate daily reports.

Qualifications:

- Successful work performance reviews in sheltering from 4 or more DROs.
- Demonstrated ability to coordinate, resource, and oversee multiple shelter sites simultaneously.
- Demonstrated ability to strategically plan sheltering operations in collaboration with Mass Care Chief and other activity leads.
- Demonstrated ability to evaluate and synthesize data from multiple sources to complete reports, escalate issues, and dynamically shift tactical priorities.
- Good organizational skills, active listening skills, responsible and punctual.
- Demonstrated proficiency in evaluating performance and providing feedback.
- Demonstrated ability to use materials and space effectively while making budget adjustments to meet objectives.
- Proven track record of holding regular meetings with staff to discuss plans and issues and resolve problems.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community leaders in a clear, compassionate manner.
- Demonstrated ability to involve appropriate others in managing problems and conflict.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Requirements:

- | | |
|--|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Able to safely assist clients with activities of daily living | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work outdoors in inclement weather | |

Training
Required:

- All required MC/SH/SV training **and must have the Sheltering Manager Specialty Track and the Shelter Site Manager Specialty Track** (see your Workforce Engagement team for more information about Specialty Tracks)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Feeding Activity Introduction (EDGE: [WBT](#) 20 min / ILT 2 hrs)
- Incident Reporting Fundamentals (EDGE: [WBT](#) 35 mins)
- Shelter Manager (EDGE: VILT 6 hrs)
- HQ Sheltering Manager and District Sheltering Coordinator (EDGE: VILT 4.5 hrs)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 1 hr)
- RC View National Shelter System Manager (EDGE: VILT 1 hr)
- RC View National Shelter System Shelter Manager and Coordinator (EDGE: VILT 7 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)

Recommended:

- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)
- Disaster Relief Operations (DRO) Planning Fundamentals (EDGE: VILT 6 hrs)

Group/Activity/Position:

MC/DES/SA

Mass Care/Distribution of Emergency Supplies/Service Associate

 Revised:
6-24-21

Purpose:

The role of DES Service Associate is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility on a disaster relief operation. They ensure equitable distribution of supplies in a variety of work locations throughout the cycle of the disaster.

Key Responsibilities:

- Serve as a DES worker on a disaster relief operation
- Meeting disaster-caused bulk supplies needs of individuals, families, and communities
- Organizing and distributing supplies to clients
- Ensuring accuracy in all assigned tasks
- Providing feedback on disaster impact and community recovery, collecting essential elements of information
- Providing accurate reporting of DES activity as assigned

Qualifications:

- Ability to function in a dynamic and stressful environment;
- Ability to organize, plan, and allocate resource while using materials and space effectively
- Ability to participate and contribute in regular meetings
- Good organizational skills, responsible and punctual.
- Active listening skills and ability to work well with others
- Ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to interact with community members in a clear, compassionate manner
- Ability to involve appropriate others in managing problems and conflict
- Ability to acquire, evaluate, and report information accurately
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Requirements:

- | | |
|--|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Able to safely assist clients with activities of daily living | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |

Training
Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Mass Care: An Overview (EDGE: [WBT](#) 30 min / ILT 3.5 hrs)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)
- Distribution of Emergency Supplies Fundamentals (EDGE: [WBT](#) 26 mins)

Recommended:

- Feeding Activity Introduction (EDGE: [WBT](#) 20 min / ILT 2 hrs) Required for new responders as of 4/8/19
- Basic Food Safety (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 2.5 hrs)
- ERVs: Ready Set Roll (EDGE: ILT 3 hrs + road test)



Group/Activity/Position:

MC/DES/SV

Mass Care/Distribution of Emergency Supplies/Supervisor

Revised:
8-17-20

Purpose:

The role of DES Supervisor is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility on a disaster relief operation. They ensure equitable distribution of supplies in a variety of work locations throughout the cycle of the disaster.

Key Responsibilities:

- Serve as a DES Site Manager or DES Site Supervisor on a Disaster Relief Operation.
- Supervising workers in assigned location including setting schedules, days off, daily job assignment, and completing work performance evaluations.
- Ensuring that self and all workers follow current DES standards and procedures and job tools while performing all tasks.
- DES routes, fixed and mobile distribution schedules, and items being provided that are appropriate for all clients.
- Analyzing collected data, looking at trends and planning beyond the next day to include an exit strategy with a transition back to the community.
- Communicating and collaborating effectively with Site Manager, other supervisors, and workers.
- Ensuring accurate reporting, including inventory, from all workers and completing and submitting accurate daily reports.

Qualifications:

- Successful work performance reviews in DES from 2 or more DROs.
- Demonstrated skill in evaluating performance & providing feedback.
- Demonstrated ability to interact with high ranking officials in the community in a clear, compassionate manner.
- Good organizational skills, active listening skills, responsible and punctual.
- Demonstrated proficiency in evaluating performance and providing feedback.
- Demonstrated ability to acquire, evaluate, and report information accurately and using information for identifying, organizing, planning and allocating resources.
- Demonstrated ability to use materials and space effectively while making budget adjustments to meet objectives.
- Proven track record of holding regular meetings with staff to discuss plans and issues and resolve problems.
- Demonstrated ability to implement DES Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to involve appropriate others in managing problems and conflict.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Requirements:

- | | |
|--|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Lift/Carry 50 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Able to step up/down 18 inches |
| <input type="checkbox"/> Able to safely assist clients with activities of daily living | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- All required MC/DES/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)

Recommended:

- Feeding Activity Introduction (EDGE: [WBT](#) 20 min / ILT 2 hrs) Required for new responders as of 4/8/19
- Basic Food (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#))
- ERVs: Ready, Set, Roll (EDGE: ILT 3 hrs + road test)



Group/Activity/Position:

MC/DES/MN

Mass Care/Distribution of Emergency Supplies/Manager

Revised:
06-29-2020

Purpose:

The role of DES Manager is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility. They ensure equitable distribution of supplies in a variety of work locations throughout the cycle of the disaster.

Key Responsibilities:

Responsibilities and expectations include but are not limited to

- Serve as a DES Lead at a district or DRO headquarters on a Disaster Relief Operation.
- Ensuring that self and supervisors on your team supervise workers in assigned location including setting schedules, days off, daily job assignment, completing work performance evaluations.
- Ensuring that self and all workers follow current DES standards and procedures and job tools while performing all tasks
- Ensuring that DES routes, fixed and mobile distribution schedules, and items being provided are appropriate for all clients
- Participating with operations and partners in strategic planning, including advanced operational planning for service delivery, identifying trends and modifying service delivery plans based on those trends, and developing transition plans for distribution of emergency supplies.
- Communicating and collaborating effectively with individuals at all levels of the operation
- Ensuring accurate reporting from all workers and completing and submitting accurate daily reports

Qualifications:

- Successful work performance reviews in DES from 4 or more DROs
- Demonstrated ability to coordinate, resource, and oversee multiple DES sites simultaneously
- Demonstrated ability to strategically plan DES operations in collaboration with Mass Care Chief and other activity leads
- Demonstrated ability to evaluate and synthesize data from multiple sources to complete reports, escalate issues, and dynamically shift tactical priorities.
- Good organizational skills, active listening skills, responsible and punctual.
- Demonstrated proficiency in evaluating performance and providing feedback
- Demonstrated ability to use materials and space effectively while making budget adjustments to meet objectives
- Proven track record of holding regular meetings with staff to discuss plans and issues and resolve problems
- Demonstrated ability to implement DES Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community leaders in a clear, compassionate manner
- Demonstrated ability to involve appropriate others in managing problems and conflict
- Directs Work
- Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- Lift/Carry 20 lb. Multiple times/shift
- Lift/Carry 50 lb. Multiple times/shift
- Stand for two-hour periods
- Able to safely assist clients with activities of daily living
- Walk on uneven terrain
- Walk for two miles during a shift
- Bend or stoop multiple times a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Able to step up/down 18 inches
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- All required MC/DES/SV training
- Mass Care Management (EDGE: ILT / VILT 8 hrs)
- ERVs: Ready Set Roll (EDGE: ILT 3 hrs + road test)

Recommended:

- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)
- Incident Reporting Fundamentals (EDGE: [WBT](#) 1 hr)



Group/Activity/Position:

MC/REU/SA

Mass Care/Reunification/Service Associate

Revised:
6-24-2021

Purpose:

The role of Reunification Service Associate is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility on a disaster relief operation. They work with clients and partners at service delivery sites and in the community to facilitate reunification through human and technological methods throughout the cycle of the disaster.

Key Responsibilities:

- Facilitate access to connectivity and communication to support reunification efforts.
- Assist clients in registering on the Safe and Well website and other reunification databases, posting their status on social media sites, facilitating phone calls for separated individuals.
- Conduct comprehensive searches for Emergency Welfare Inquiries and Family Reunification Requests.
- Follow procedures for Unaccompanied Minors and Separated Children.
- Maintaining clear communication and collaboration with supervisor and peers.
- Providing feedback on disaster impact and community recovery, collecting essential elements of information.
- Providing accurate reporting of reunification activity as assigned.

Qualifications:

- Good organizational skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community members in a clear, compassionate manner.
- Demonstrated ability to involve appropriate others in managing problems and conflict.
- Ability to acquire, evaluate, and report information accurately.
- Commitment to maintaining the privacy and confidentiality of clients.
- Ability to coordinate effectively with governmental and non-governmental partners
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Requirements:

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme heat and/or humidity | |

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish [ILT/VILT](#) 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish [ILT/VILT](#) 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English [ILT](#) or Spanish [ILT](#) 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Mass Care: An Overview (EDGE: [WBT](#) 30 min / [ILT](#) 3.5 hrs)
- Reunification Fundamentals (EDGE: [WBT](#) 1 hr)
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish [ILT/VILT](#) 1 hr)

Recommended:

- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / [ILT](#) 4.5 hrs / [English VILT](#) & [Spanish VILT](#) 3 hrs)



Group/Activity/Position:

MC/REU/SV

Mass Care/Reunification/Supervisor

Revised:
06-29-2020

Purpose:

The role of Reunification Supervisor is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility on a disaster relief operation. They provide supervision and administrative support to a team of Reunification workers and coordinate with partners throughout the cycle of the disaster.

Key Responsibilities:

- Serve as a Reunification Supervisor at a service delivery site, a partner work site, or in the affected community.
- Supervising teams of reunification workers in an assigned location including setting schedules, scheduling days off, mentoring and coaching, creating the daily job assignment, and completing work performance evaluations.
- Follow procedures for Unaccompanied Minors and Separated Children.
- Ensuring that self and all workers follow current reunification standards and procedures and job tools while performing all tasks.
- Providing reunification subject matter expertise on particular reunification cases.
- Communicating and collaborating effectively with Site or Community Manager, other supervisors, and workers and governmental and non-governmental partners.
- Ensuring accurate reporting and communication with the Reunification Lead.

Qualifications:

- Good organizational skills, active listening skills, responsible and punctual.
- Ability and knowledge in evaluating performance and providing feedback.
- Ability to use reports as decision making tools.
- Proficiency in identifying, organizing, planning and allocating resources.
- Ability to use materials and space effectively while making budget adjustments to meet objectives.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to interact with community leaders in a clear, compassionate manner.
- Commitment to maintaining the privacy and confidentiality of clients.
- Ability to coordinate effectively with governmental and non-governmental partners.
- Demonstrated ability to involve appropriate others in managing problems and conflict.
- Ability to acquire, evaluate, and report information accurately.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Requirements:

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme heat and/or humidity | |

Training

Required:

- All required MC/REU/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)



Group/Activity/Position:

MC/REU/MN

Mass Care/Reunification/Manager

Revised:
6-24-2021

Purpose:

The role of Reunification Manager is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility. They provide supervision and administrative support to a team of Reunification workers and coordinate with partners throughout the cycle of the disaster.

Key Responsibilities:

Responsibilities and expectations include but are not limited to

- Ensuring that self and supervisors on your team supervise workers in assigned location including setting schedules, days off, daily job assignment, completing work performance evaluations.
- Ensuring that self and all workers follow current Reunification standards and procedures and job tools while performing all tasks
- Participating with operations and partners in strategic planning, including advanced operational planning for service delivery, identifying trends and modifying service delivery plans based on those trends, and developing transition plans for returning Reunification responsibilities back to the region.
- Communicating and collaborating effectively with individuals at all levels of the operation
- Ensuring accurate reporting from all workers and completing and submitting accurate daily reports

Qualifications:

- Successful work performance reviews in Reunification from 4 or more DROs
- Demonstrated ability to coordinate, resource, and oversee multiple Reunification teams simultaneously
- Demonstrated ability to strategically plan Reunification operations in collaboration with Mass Care Chief and other activity leads
- Demonstrated ability to evaluate and synthesize data from multiple sources to complete reports, escalate issues, and dynamically shift tactical priorities.
- Good organizational skills, active listening skills, responsible and punctual.
- Demonstrated proficiency in evaluating performance and providing feedback
- Demonstrated ability to use materials and space effectively while making budget adjustments to meet objectives
- Proven track record of holding regular meetings with staff to discuss plans and issues and resolve problems
- Demonstrated ability to implement Reunification Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community leaders in a clear, compassionate manner
- Demonstrated ability to involve appropriate others in managing problems and conflict
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Requirements:

- Lift/Carry 20 lb. Multiple times/shift*
- Stand for two-hour periods*
- Walk on uneven terrain*
- Walk for two miles during a shift*
- Bend or stoop multiple times a shift*
- Work outdoors in inclement weather*
- Work in extreme heat and/or humidity*
- Work in extreme cold*
- Speak clearly on phone and in person*
- Able to work in extreme emotional conditions*
- Able to work in stressful work conditions*
- Able to work on a computer*
- Drive in day time and at night*

Training

Required:

- All required MC/REU/SV training
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / [ILT](#) 4.5 hrs / [English VILT](#) & [Spanish VILT](#) 3 hrs)
- Mass Care Management (EDGE: [ILT](#) / [VILT](#) 8 hrs)



Group/Activity/Position:

MC/GEN/MN

Mass Care/Generalist/Manager

Revised:
06-29-2020

Purpose:

The role of Mass Care Generalist is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility on a disaster relief operation. They ensure successful delivery of mass care services at all mass care work locations throughout the cycle of the disaster.

Key Responsibilities:

- Serving as a Mass Care Lead at a district or DRO headquarters on a Disaster Relief Operation.
- Ensuring that self and supervisors on your team supervise workers in assigned location including setting schedules, scheduling days off, creating daily job assignment, providing mentoring coaching and completing work performance evaluations.
- Ensuring that self and all workers follow current sheltering, feeding, distribution of emergency supplies and reunification standards and procedures and use job tools while performing all tasks.
- Ensuring that all mass care services are accessible, equitable and appropriate for all clients.
- Participating with operations and partners in strategic planning, including advanced operational planning for service delivery, identifying trends, and modifying service delivery plans based on those trends, developing transition plans for sheltering, feeding, distribution of emergency supplies and reunification.
- Communicating and collaborating effectively with individuals at all levels of the operation.
- Ensuring accurate reporting from all workers and completing and submitting accurate daily reports.

Qualifications:

- GEN/MN must be a supervisor in sheltering or feeding and knowledgeable in all other Mass Care functions.
- Successful work performance reviews in a single mass care activity from 4 or more DROs.
- Demonstrated ability to meet the following competencies in complex, intense, stressful, and extremely large operations.
- Coordinate, resource, and oversee multiple mass care sites simultaneously.
- Strategically plan mass care operations in collaboration with AD Operations and other activity leads.
- Evaluate and synthesize data from multiple sources to complete reports, escalate issues, and dynamically shift tactical priorities.
- Good organizational skills, active listening skills, responsible and punctual.
- Proficiency in evaluating performance and providing feedback.
- Using materials and space effectively while making budget adjustments to meet objectives.
- Proven track record of holding regular meetings with staff to discuss plans and issues and resolve problems.
- Implement Standards and Procedures and follow associated job tools including reporting requirements.
- Interact with community leaders in a clear, compassionate manner.
- Involve appropriate others in managing problems and conflict.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Requirements:

- | | |
|--|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme heat and/or humidity |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Able to safely assist clients with activities of daily living | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Able to use ladder or step-stool | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work outdoors in inclement weather | |

Training

Required:

- All required MC/FF/SV or MC/SH/SV training.
- No additional training required for this GAP. Chiefs and Generalist Managers are expected to maintain their technical skills by taking revised training as released. GEN/MN must be a supervisor in sheltering or feeding and knowledgeable in all other Mass Care functions.



Group/Activity/Position:

MC//CH

Mass Care//Chief

Revised:
6-24-2021

Purpose:

The role of Mass Care Chief is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility. They ensure successful delivery of mass care services at all mass care work locations throughout the cycle of the disaster.

Key Responsibilities:

Responsibilities and expectations include but are not limited to

- Serving as a Mass Care Chief at a district or DRO headquarters on a Disaster Relief Operation, especially in very large and complex operations.
- Ensuring that self and supervisors on your team supervise workers in assigned location including setting schedules, scheduling days off, creating daily job assignment, providing mentoring coaching and completing work performance evaluations.
- Ensuring that self and all workers follow current sheltering, feeding, distribution of emergency supplies and reunification standards and procedures and use job tools while performing all tasks
- Ensuring that all mass care services are accessible, equitable and appropriate for all clients
- Participating with operations and partners in strategic planning, including advanced operational planning for service delivery, identifying trends, and modifying service delivery plans based on those trends , developing transition plans for sheltering, feeding, distribution of emergency supplies and reunification. Communicating and collaborating effectively with individuals at all levels of the operation
- Ensuring accurate reporting from all workers and completing and submitting accurate daily reports

Qualifications:

- Successful work performance reviews in a single mass care activity from 6 or more DROs
- Demonstrated ability to meet the following competencies in complex, intense, stressful, and extremely large operations:
- Coordinate, resource, and oversee multiple mass care sites simultaneously
- Strategically plan mass care operations in collaboration with AD Operations and other activity leads
- Evaluate and synthesize data from multiple sources to complete reports, escalate issues, and dynamically shift tactical priorities.
- Good organizational skills, active listening skills, responsible and punctual.
- Proficiency in evaluating performance and providing feedback
- Using materials and space effectively while making budget adjustments to meet objectives
- Proven track record of holding regular meetings with staff to discuss plans and issues and resolve problems
- Implement Standards and Procedures and follow associated job tools including reporting requirements.
- Interact with community leaders in a clear, compassionate manner
- Involve appropriate others in managing problems and conflict
- Drives Engagement: Creating a climate where people are motivated to do their best to help the organization achieve its objectives.
- Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies.
- Manages Ambiguity: Operating effectively, even when things are not certain or the way forward is not clear.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme cold | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Mass Care: An Overview (EDGE: [WBT](#) 30 min / ILT 3.5 hrs)
- Shelter Fundamentals v2 (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.25 hrs / English ILT/VILT 1.5 hrs / Spanish ILT/VILT 2 hrs)
- Reunification Fundamentals (EDGE: [WBT](#) 1 hr)
- Feeding Activity Introduction (EDGE: [WBT](#) 20 min / ILT 2 hrs) Required for new responders as of 4/8/19
- Feeding Fundamentals v2 (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.25 hrs / English ILT/VILT 1.5 / Spanish ILT/VILT 2 hrs)

Continued



Required:

- Feeding Manager Operations (EDGE: [WBT](#) 45 mins)
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Mass Care Management (EDGE: ILT / VILT 8 hrs)

Recommended:

- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)
- Incident Reporting Fundamentals (EDGE: [WBT](#) 1 hr)
- RC View National Shelter System Leadership



Group/Activity/Position:

OM//RCCO

Operations Management//Red Cross Coordinating Officer

Revised:
5-26-2020

Purpose:

Red Cross Coordinating Officer is a temporary position within the structure of a large-scale disaster operation (divisional or national). Red Cross Coordinating officers are appointed in coordination with the Division Vice President, Division Disaster Executive and the Vice President, Operations and Logistics. For divisional operations, the Red Cross Coordinating Officer reports to the Division Vice President. For national operations, the Red Cross Coordinating Officer reports to the Vice President, Disaster Operations and Logistics. The Vice President, Disaster Operations and Logistics maintains the cadre list of Red Cross Coordinating Officers. In most instances, the Red Cross Coordinating Officer will be the Division Disaster Executive from the impacted division.

Key Responsibilities:

- Serving as the principal leader and coordinating official for large-scale disaster operations.
- Supporting regional operations and ensuring the transition to the next operational level occurs in accordance with appropriate triggers defined in this document.
- Providing oversight and coordination of service delivery in regions and districts in response to large events.
- Identifying multi-regional response demands and ensuring coordination of resources, service delivery, and internal and external communication of services, needs, gaps,
- Supporting the DRO Director to ensure effective service delivery,
- Coordinating operations across multiple states,
- Ensuring cost-efficient operations,
- Coordinating with national headquarters regarding operational objectives, priorities and resource requirements,
- Ensuring effective information sharing and coordination between the FEMA Federal Coordinating Officer, state emergency operations centers, and key partners,
- Providing a point of information and coordination for Division Vice Presidents, Regional Executives, and other field leadership.

Qualifications:

- Experience:
 - Must have served in a supervisory position with at least 10 direct reports (ARC or Non-ARC)
 - Must have served on at least 2 multi-regional DROs in a leadership capacity
- Leadership & Team Building: Proficient in leadership with the ability to proactively assess, plan and organize multiple areas of the disaster relief operation. Ability to affectively share knowledge and skills on a DRO while providing constructive feedback. Ability to initiate and maintain an ongoing assessment of the relief operation in consultation with appropriate Red Cross leadership, taking immediate action to strengthen and improve the operation. Ability to establish and environment that immediately helps staff identify with the operation, makes them feel valued and acknowledges their part in the successful relief operation.
- Cost Analysis & Service Delivery Planning: Ability to devise cost estimates in accordance with the Service Delivery Plan and monitor spending against the approved budget. Ability to lead and mentor a team of Logistics Managers as they plan and implement Service Delivery Planning.
- Relationships: Ability to build effective relationships with units and individuals who can help with work related goals.
- Complex Problem Solving: Ability to monitor and correct performance and to manage conflict. Is able to spot problems early on and to take needed action so that flow and service delivery are not impacted.
- Technical & Systems Knowledge: Skilled in Completing and/or interpreting all necessary reports that the DRO leadership submits to the DOC (5266, Service Delivery Plan, etc). Knowledgeable in all OM systems, processes and procedures on a DRO.
- Builds Networks: Effectively building formal and informal relationship networks inside and outside the organization.
- Decision Quality: Making good and timely decisions that keep the organization moving forward.
- Optimizes Work Processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|--|---|
| <input type="checkbox"/> Lift/carry 20 lbs and/or 50 lbs multiple times/shift | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Stand and or sit for two-hour periods, and walk for two miles during a shift. | <input type="checkbox"/> Work for long periods on computer and/or reading small print and/or writing. |
| <input type="checkbox"/> Walk on uneven terrain. | <input type="checkbox"/> Able to step up/down 18" and climb two or more flights of stairs |
| <input type="checkbox"/> Bend or stoop multiple times and/or crawl on the floor or ground. | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme cold | <input type="checkbox"/> Drive in day time and at night |

Continued



Training

Required:

- All required OM/DD training

Recommended:

- Disaster Spiritual Care: Introduction (EDGE: [WBT](#) 45 min)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / [VILT](#) 1 hr)
- Shelter Resident Transition with RC Care (EDGE: [VID](#) 1.25 hrs / English [VILT](#) 1.5 hrs / Spanish [VILT](#) 2.5 hrs) *To receive credit for the video, mark it complete after viewing*
- In-Kind Donations on Disaster Relief Operations Fundamentals (EDGE: [WBT](#) 45 min / [ILT](#) 3 hrs)
- Supporting Volunteers and Managing Teams (EDGE: [ILT](#) 3.5 hrs)
- IS-100 Introduction to the Incident Command System ([FEMA](#) 2 hrs)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) 4 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) 6 hrs)
- IS-235 Emergency Planning ([FEMA](#) [WBT](#) 5 hrs)
- IS-240 Leadership and Influence ([FEMA](#) [WBT](#) 3 hrs)
- IS-241 Decision Making and Problem Solving ([FEMA](#) [WBT](#) 2 hrs)
- IS-242 Effective Communication ([FEMA](#) [WBT](#) 8 hrs)
- IS-244 Developing and Managing Volunteers ([FEMA](#) [WBT](#) 4 hrs)
- ICS 300: Intermediate Incident Command System for Expanding Incidents ([FEMA](#) [ILT](#) 3 days)
- ICS 400: Advanced Incident Command System for Command and General Staff – Complex Incidents ([FEMA](#) [ILT](#) 2 days)



Revised:
5-26-2021

Group/Activity/Position:

OM//COS Operations Management//Chief of Staff – appointed

Purpose:

Chief of Staff is a temporary position within the structure of a large scale disaster operation and appointed by the Red Cross Coordinating Officer.

Key Responsibilities:

- Reviewing and prioritizing operational issues,
- Establishing reporting routines and lines of communication,
- Brokering operating solutions and mediating disputes among and between operating groups for situations that, while important, may not require the attention of the Red Cross Coordinating Officer,
- Serving in an advisory role to the Red Cross Coordinating Officer,
- Taking on projects or initiatives as required to facilitate and advance operational objectives,

Qualifications:

- Experience
 - Must have served in a supervisory position with at least 10 direct reports (ARC or Non-ARC)
 - Must have served on at least 2 multi-regional DROs in a leadership capacity
- Leadership & Team Building: Proficient in leadership with the ability to proactively assess, plan and organize multiple areas of the disaster relief operation. Ability to affectively share knowledge and skills on a DRO while providing constructive feedback. Ability to initiate and maintain an ongoing assessment of the relief operation in consultation with appropriate Red Cross leadership, taking immediate action to strengthen and improve the operation. Ability to establish and environment that immediately helps staff identify with the operation, makes them feel valued and acknowledges their part in the successful relief operation.
- Cost Analysis & Service Delivery Planning: Ability to devise cost estimates in accordance with the Service Delivery Plan and monitor spending against the approved budget. Ability to lead and mentor a team of Logistics Managers as they plan and implement Service Delivery Planning.
- Relationships: Ability to build effective relationships with units and individuals who can help with work related goals.
- Complex Problem Solving: Ability to monitor and correct performance and to manage conflict. Is able to spot problems early on and to take needed action so that flow and service delivery are not impacted.
- Technical and Systems Knowledge: Skilled in Completing and/or interpreting all necessary reports that the DRO leadership submits to the DOC (5266, Service Delivery Plan, etc) Knowledgeable in all OM systems, processes and procedures on a DRO.
- Builds Networks: Effectively building formal and informal relationship networks inside and outside the organization.
- Decision Quality: Making good and timely decisions that keep the organization moving forward.
- Optimizes Work Processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.

Physical Capacity (Red Cross will consider accommodation):

- Lift / carry 20 lbs. and/or 50 lbs. multiple times/shift.
- Stand and or sit for two-hour periods, and walk for two miles during a shift.
- Walk on uneven terrain.
- Bend or stoop multiple times and/or crawl on the floor or ground.
- Work outdoors in inclement weather, extreme heat and/or humidity and/or extreme cold.
- Speak clearly on phone and in person.
- Work for long periods on computer and/or reading small print and/or writing.
- Drive in day time and at night.
- Able to step up/down 18 inches and climb two or more flights of stairs.

Training

Required:

- All required OM//DD training
- Volunteer Connection Disaster Management Fundamentals (EDGE [WBT](#) 1.75 hrs)

Recommended:

- Disaster Spiritual Care: Introduction (EDGE: [WBT](#) 45 min)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / [VILT](#) 1 hr)
- Shelter Resident Transition with RC Care (EDGE: [VID](#) 1.25 hrs / English [VILT](#) 1.5 hrs / Spanish [VILT](#) 2.5 hrs) *To receive credit for the video, mark it complete after viewing*
- In-Kind Donations on Disaster Relief Operations Fundamentals (EDGE: [WBT](#) 45 min / [ILT](#) 3 hrs)
- Staff Services Fundamentals (EDGE: [ILT](#) 8 hrs / [VILT](#) 6 hrs)

Continued



Recommended:

- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)
- IS-100 Introduction to the Incident Command System ([FEMA](#) 2 hrs)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) 4 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) 6 hrs)
- IS-235 Emergency Planning ([FEMA](#) WBT 5 hrs)
- IS-240 Leadership and Influence ([FEMA](#) WBT 3 hrs)
- IS-241 Decision Making and Problem Solving ([FEMA](#) WBT 2 hrs)
- IS-242 Effective Communication ([FEMA](#) WBT 8 hrs)
- IS-244 Developing and Managing Volunteers ([FEMA](#) WBT 4 hrs)
- ICS 300: Intermediate Incident Command System for Expanding Incidents ([FEMA ILT](#) 3 days)
- ICS 400: Advanced Incident Command System for Command and General Staff – Complex Incidents ([FEMA ILT](#) 2 days)

Group/Activity/Position:

OM//STA Operations Management//Staff Advocate – appointed

 Revised:
12-31-2020

Purpose:

The role of the Staff Advocate is to guide and navigate our disaster responders through the matrix of Red Cross programs and services that are carried out on relief operations. The Staff Advocate works to ensure all workers have a successful, rewarding and valued experience in their assignment. The advocate is the overall coordination point of disaster responder satisfaction initiatives on relief operations. Staff Advocates serves as the advocate for the workforce and advise leadership accordingly.

Key Responsibilities:

- Advocates for the well-being of the workforce, assesses overall working environment while interacting with individual workers to advise the DRO Director and partner with Staff Services to best ensure a positive volunteer experience
- Exercises the director's authority in this area to coordinate with the appropriate staff and take corrective action when needed
- Collaborates with the SS Chief and through the SR function ensures that the overall workforce environment as well as policies and procedures intended to enhance the worker experience are carried out
- Collaborates with operation leadership to encourage a positive, collaborative, fair and open teamwork environment
- Provides a process to facilitate fair and equitable resolutions and explore a range of options to resolve problems
- Collaborates with leadership to make sure the workforce is recognized
- Provides real-time feedback on strengths, concerns, weaknesses of the workforce through review of staff survey results and collaborates to implement real-time solutions
- Visits work sites and staff shelters to assess quality, collaborates to implement real-time solutions
- Provides social and team-building activities
- Helps the workforce to understand and manage expectations
- Collaborates with Staff Wellness and DMH leadership to protect physical and emotional well-being of the workforce
- Assists workforce members to reset in their original positions or reset into a new position
- Attend daily leadership meetings and remain flexible to assist the workforce as needed or requested based upon those meetings.

Qualifications:

- Seasoned disaster worker
- Preferably a volunteer
- Well-respected
- Active in operations
- Possess a balanced approach to problem solving
- Demonstrated ability to maintain an optimistic and cheerful disposition.
- Knowledge and experience in DCS operations/CONOPS.
- Proven successful Interpersonal skills and conflict/issue resolution experience.
- Demonstrated success advocating on behalf of workforce.
- Demonstrated ability to maintain confidentiality and share information appropriately.
- Comfortable speaking in front of large and small groups of people.
- Knowledgeable about operations and operational groups and activities.
- Drives Engagement: Creating a climate where people are motivated to do their best to help the organization achieve its objectives.
- Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies.
- Builds Networks: Effectively building formal and informal relationship networks inside and outside the organization.
- Decision Quality: Making good and timely decisions that keep the organization moving forward.

Physical Capacity (Red Cross will consider accommodation):

This position was not included in the 2019-02-04 DCS Physical Capacity Grid. Will monitor for updates.

Training
Required:

- All required OM//DD training

Recommended:

- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)
- Staff Services Fundamentals (EDGE: ILT 8 hrs / VILT 6 hrs)
- Volunteer Connection Disaster Management Fundamentals (EDGE: [WBT](#) 1.75 hrs)

Group/Activity/Position: OM//EOL Operations Management//Elected Official Liaison – appointed	Revised: 6-24-2021
Purpose:	
Key Responsibilities:	
Qualifications:	
Training Required: <ul style="list-style-type: none"> <input type="checkbox"/> Disaster Cycle Services: An Overview (EDGE: English WBT 1 hr / Spanish WBT / English and Spanish ILT/VILT 2 hrs) <input type="checkbox"/> Mass Care: An Overview (EDGE: WBT 30 min / ILT 3.5 hrs) <input type="checkbox"/> Mission Cards – Cardholder Overview (EDGE: English VID 14 min / Spanish VID 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. <i>To receive credit, be sure to mark the video complete when you've finished.</i> <input type="checkbox"/> Concept of Operations Basics (EDGE: English VID 30 min / Spanish VID 24 mins / English & Spanish ILT 1 hr) <i>To receive credit, mark video complete after viewing</i> <input type="checkbox"/> Deployment Fundamentals (EDGE: WBT 30 min) Not required for local geographic Disaster Responder availability. <input type="checkbox"/> Everyone is Welcome (EDGE: WBT 45 min / English and Spanish ILT/VILT 1 hr) <input type="checkbox"/> Psychological First Aid: Helping Others in Times of Stress (EDGE: WBT 1 hr / Spanish WBT 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs) <input type="checkbox"/> Public Affairs Essentials (EDGE: WBT 30 min) <input type="checkbox"/> In-Kind Donations on Disaster Relief Operations Fundamentals (EDGE: WBT 45 min / ILT 3 hrs) <input type="checkbox"/> Incident Reporting Fundamentals (EDGE: WBT 35 mins) <input type="checkbox"/> Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) Click this link for equivalency option. <input type="checkbox"/> RC View Mapping: Getting to Know RC View (EDGE: WBT 2.5 hrs) <input type="checkbox"/> Government Operations Fundamentals (EDGE: ILT 6.5 hrs / VILT 5 hrs) <input type="checkbox"/> Disaster Public Affairs for national Relief Operations (EDGE: ILT 5 hrs) Recommended: <ul style="list-style-type: none"> <input type="checkbox"/> Disaster Assessment Fundamentals v.2 (EDGE: WBT 1 hr / ILT 3.5 hrs) <input type="checkbox"/> Mass Casualty Incident Response Basics (EDGE: WBT 1.25 hrs) <input type="checkbox"/> Shelter Fundamentals v2 (EDGE: English WBT 1 hr / Spanish WBT 1.25 hrs / English ILT/VILT 1.5 hrs / Spanish ILT/VILT 2 hrs) <input type="checkbox"/> IS-100 Introduction to the Incident Command System (EDGE: FEMA 2 hrs) <input type="checkbox"/> IS-200 Basic Incident Command System for Initial Response (EDGE: FEMA 4 hrs) <input type="checkbox"/> IS-230 Fundamentals of Emergency Management (EDGE: FEMA WBT 6 hrs) <input type="checkbox"/> IS-700 An Introduction to the National Incident Management System (EDGE: FEMA 3.5 hrs) <input type="checkbox"/> IS-800 National Response Framework, An Introduction (EDGE: FEMA 3 hrs) 	

Group/Activity/Position:

OM//DIR Operations Management//Director

 Revised:
5-24-21

Purpose:

DRO Director is a temporary position within the structure of a disaster operation. DRO Directors may be responsible for leading regional, divisional, or national level operations. They may be assigned for operations across the disaster cycle, including preparedness, response and recovery operations.

Key Responsibilities:

- Setting the overall direction and tone of the operation
- Overseeing and directing all aspects of day-to-day DRO Operations
- Approve the SITREP, IAP, SDP, and 5266 before transmittal
- Ensuring, in division-led and national led operations, consistency and alignment with the strategic intent established by the Vice President, Operations and Logistics and the concept of operations established by the RCCO, as appropriate
- Ensuring the delivery of services to clients in order to meet their immediate disaster-caused needs (for response and recovery operations) or preparedness needs (for preparedness operations)
- Ensuring information flow between Assistant Directors, District Directors, the RCCO, and NHQ
- Assembling and supervising the Assistant Directors and District Directors during the planning and decision-making processes
- Supervising the work of DRO Headquarters and its operations
- Providing guidance and oversight to ensure the quality of services, and appropriate, timely, and cost-effective service delivery, consistent with Disaster Cycle Services Doctrine
- Ensuring mutually beneficial coordination with community and government partners with a level of transparency that fosters trust
- Ensuring the DRO follows the approved Service Delivery Plan and operates within the approved Field Operations Budget
- Ensuring that controls are in place to avoid reputational or financial risks to the Red Cross
- Directing the establishment and disestablishment of district structures and continuously assesses the need for them
- Developing the Assistant Directors, Deputy Assistant Directors, and District Directors for positions of increased responsibilities
- Accountable for ensuring that policies and procedures in place to ensure a quality work environment are implemented and that all personnel deployed to the operation are treated with respect and fairness, and have:
 - A job to do
 - The training they need
 - A supervisor
 - A clean and safe place to sleep
 - A safe method of getting to their respective work location

Qualifications:

- Experience:
 - Must have served in a supervisory position with at least 10 direct reports (ARC or Non-ARC)
 - Must have served on at least 2 multi-District DROs in a leadership capacity
- Leadership & Team Building: Proficient in leadership with the ability to proactively assess, plan and organize multiple areas of the disaster relief operation. Ability to affectively share knowledge and skills on a DRO while providing constructive feedback. Ability to initiate and maintain an ongoing assessment of the relief operation in consultation with appropriate Red Cross leadership, taking immediate action to strengthen and improve the operation. Ability to establish and environment that immediately helps staff identify with the operation, makes them feel valued and acknowledges their part in the successful relief operation.
- Cost Analysis & Service Delivery Planning: Ability to devise cost estimates in accordance with the Service Delivery Plan and monitor spending against the approved budget. Ability to manage resources within approved budget and operate within the appropriate financial authority. Skilled in analyzing progress of the Service Delivery. Ability to plan and take actions as needed to address concerns and improve service delivery
- Relationships: Ability to build effective relationships with units and individuals who can help with work related goals.
- Complex Problem Solving: Ability to monitor and correct performance and to manage conflict. Is able to spot problems early on and to take needed action so that flow and service delivery are not impacted.
- Technical & Systems Knowledge: Skilled in Completing &/or interpreting all necessary reports that the DRO leadership submits to the DOCC (5266, Service Delivery Plan, etc.) Knowledgeable in all OM systems, processes & procedures on a DRO.
- Builds Networks: Effectively building formal and informal relationship networks inside and outside the organization.
- Decision Quality: Making good and timely decisions that keep the organization moving forward.
- Optimizes Work Processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.

Continued



Qualifications:

Physical Requirements (Red Cross will consider accommodation):

- Lift/Carry 20 lb. Multiple times/shift
- Stand for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- All OM/DD Training

Recommended:

- Disaster Spiritual Care: Introduction (EDGE: [WBT](#) 45 min)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / [VILT](#) 1 hr)
- Shelter Resident Transition with RC Care (EDGE: [VID](#) 1.25 hrs / English [VILT](#) 1.5 hrs / Spanish [VILT](#) 2.5 hrs) *To receive credit for the video, mark it complete after viewing*
- In-Kind Donations on Disaster Relief Operations Fundamentals (EDGE: [WBT](#) 45 min / [ILT](#) 3 hrs)
- Supporting Volunteers and Managing Teams (EDGE: [ILT](#) 3.5 hrs)
- IS-100 Introduction to the Incident Command System ([FEMA](#) 2 hrs)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) 4 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) 6 hrs)
- IS-235 Emergency Planning ([FEMA](#) [WBT](#) 5 hrs)
- IS-240 Leadership and Influence ([FEMA](#) [WBT](#) 3 hrs)
- IS-241 Decision Making and Problem Solving ([FEMA](#) [WBT](#) 2 hrs)
- IS-242 Effective Communication ([FEMA](#) [WBT](#) 8 hrs)
- IS-244 Developing and Managing Volunteers ([FEMA](#) [WBT](#) 4 hrs)
- ICS 300: Intermediate Incident Command System for Expanding Incidents ([FEMA](#) [ILT](#) 3 days)
- ICS 400: Advanced Incident Command System for Command and General Staff – Complex Incidents ([FEMA](#) [ILT](#) 2 days)

Group/Activity/Position:
OM//DD Operations Management//Deputy Director
Revised:
5-26-21

Purpose:

District Director is a temporary position within the structure of a disaster operation. District Directors are appointed based on the needs of an impacted geographic jurisdiction and report to the Assistant Director of Operations.

Key Responsibilities:

- Reinforcing the overall direction and tone set by the DRO Director for the operation
- Ensuring the delivery of services to clients in order to meet their immediate disaster-caused needs (for response and recovery operations) or preparedness needs (for preparedness operations)
- Facilitating communication and coordination within the operation's leadership team
- At the discretion of the DRO Director, providing guidance and oversight to ensure quality of services, and appropriate, timely and cost-effective service delivery
- At the discretion of the DRO Director, ensuring mutually beneficial coordination with community and government partners
- Assuming the responsibilities and authority of the DRO Director for designated or specific periods of time as appointed by the DRO Director

Qualifications:

- Experience:
 - Must have served in a supervisory position with at least 5 direct reports (ARC or Non-ARC)
 - Must have served on at least 1 multi-District DROs in a leadership capacity
- Leadership & Team Building: Proficient in leadership with the ability to proactively assess, plan and organize multiple areas of the disaster relief operation. Ability to affectively share knowledge and skills on a DRO while providing constructive feedback. Ability to initiate and maintain an ongoing assessment of the relief operation in consultation with appropriate Red Cross leadership, taking immediate action to strengthen and improve the operation. Ability to establish and environment that immediately helps staff identify with the operation, makes them feel valued and acknowledges their part in the successful relief operation.
- Cost Analysis & Service Delivery Planning: Ability to devise cost estimates in accordance with the Service Delivery Plan and monitor spending against the approved budget.
- Relationships: Ability to build effective relationships with units and individuals who can help with work related goals. Complex Problem Solving: Ability to monitor and correct performance and to manage conflict. Is able to spot problems early on and to take needed action so that flow and service delivery are not impacted.
- Technical & Systems Knowledge: Skilled in Completing and/or interpreting all necessary reports that the DRO leadership submits to the DOCC (5266, Service Delivery Plan, etc) Knowledgeable in all OM systems, processes and procedures on a DRO.
- Drives Engagement: Creating a climate where people are motivated to do their best to help the organization achieve its objectives.
- Demonstrates Self-Awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses.
- Plans and Aligns: Planning and prioritizing work to meet commitments aligned with organizational goals.
- Meets competencies, qualifications and required training for all previous positions in the GAP track.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Drive in day time and at night |

Training
Required:

- All required OM/GEN/MN training
- Disaster Mental Health Introduction (EDGE: [WBT](#) 30 mins)
- Mass Casualty Incident Response Basics (EDGE: [WBT](#) 1.25 hrs)
- Government Operations Fundamentals (EDGE: ILT 6.5 hrs / VILT 5 hrs)
- Disaster Public Affairs for National Relief Operations (EDGE: ILT 5 hrs)
- Facilitative Leadership Skills for Mobilizing the Community (EDGE: ILT / VILT 7.5 hrs)

Recommended:

- Disaster Spiritual Care: Introduction (EDGE: [WBT](#) 45 min)

Continued



Recommended:

- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 1 hr)
- Shelter Resident Transition with RC Care (EDGE: [VID](#) 1.25 hrs / English VILT 1.5 hrs / Spanish VILT 2.5 hrs) *To receive credit for the video, mark it complete after viewing*
- In-Kind Donations on Disaster Relief Operations Fundamentals (EDGE: [WBT](#) 45 min / ILT 3 hrs)
- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)
- IS-100 Introduction to the Incident Command System ([FEMA](#) 2 hrs)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) 4 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) 6 hrs)
- IS-235 Emergency Planning ([FEMA](#) WBT 5 hrs)
- IS-240 Leadership and Influence ([FEMA](#) WBT 3 hrs)
- IS-241 Decision Making and Problem Solving ([FEMA](#) WBT 2 hrs)
- IS-242 Effective Communication ([FEMA](#) WBT 8 hrs)
- IS-244 Developing and Managing Volunteers ([FEMA](#) WBT 4 hrs)
- ICS 300: Intermediate Incident Command System for Expanding Incidents ([FEMA ILT](#) 3 days)
- ICS 400: Advanced Incident Command System for Command and General Staff – Complex Incidents ([FEMA ILT](#) 2 days)

Group/Activity/Position:

OM/GEN/SV

Operations Management/Generalist/Supervisor

 Revised:
6-24-2021

Purpose:

Operations Management (OM) Generalist Supervisors are assigned to supervisory positions on disaster operations such as Deputy District Director and Site Supervisor based on the needs of an impacted geographic jurisdiction and the size and scope of the disaster operation.

Key Responsibilities:

- Reinforcing the overall direction and tone set by the DRO Director for the operation
- Ensuring the delivery of services to clients in order to meet their immediate disaster-caused needs (for response and recovery operations) or preparedness needs (for preparedness operations)
- At the discretion of the DRO Director, providing guidance and oversight to ensure quality of services, and appropriate, timely and cost-effective service delivery
- At the discretion of the DRO Director, ensuring mutually beneficial coordination with community and government partners

Qualifications:

- Experience:
 - Must have served in a supervisory position with at least 2 direct reports (ARC or Non-ARC).
 - Must currently hold at least a Supervisor GAP in any activity in Volunteer Connection
 - Must have served as a Supervisor on at least one Level 3 or above DROP in any GAP and received a satisfactory evaluation
- Leadership & Team Building:
 - Ability to provide direction and oversight to activities/tasks on the DRO and to create a work environment in which people are empowered, dedicated to service excellence and held accountable.
 - Takes initiative and seeks feedback.
- Cost Analysis & Service Delivery Planning: Ability to manage and request resources.
- Relationships: Ability to build effective relationships with units and individuals who can help with work related goals
- Complex Problem Solving:
 - Ability to monitor and correct performance and to manage conflict.
 - Ability to anticipate problems as they arise and to take needed action so that flow and service delivery are not impacted.
- Technical & Systems Knowledge: Knowledgeable about supervisory tools and reports.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Manages Conflict: Handling conflict situations effectively, with a minimum of noise.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|--|---|
| <input type="checkbox"/> Lift/Carry 20 lb Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Drive in day time and at night |

Training
Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Mass Care: An Overview (EDGE: [WBT](#) 30 min / ILT 3.5 hrs)
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min)
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)
- Shelter Fundamentals v2 (EDGE: English [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / English ILT/VILT 1.5 hrs / Spanish ILT/VILT 2 hrs)
- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)
- Public Affairs Essentials (EDGE: [WBT](#) 30 min)
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)

Continued



Required:

- Incident Reporting Fundamentals (EDGE: [WBT](#) 1 hr)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)

Recommended:

- Client Care Program Overview (EDGE: [WBT](#) 20 mins / Spanish [WBT](#) 30 mins)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 1 hr)
- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)
- Disaster Response Management Simulation (EDGE: ILT 13 hrs)
- IS-100 Introduction to the Incident Command System ([FEMA](#) 2 hrs)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) 4 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) 6 hrs)
- IS-700 An Introduction to the National Incident Management System ([FEMA](#) 3.5 hrs)
- IS-800 National Response Framework an Introduction ([FEMA](#) 3 hrs)



Group/Activity/Position:

OM/GEN/MN Operations Management/Generalist/Manager

Revised:
6-10-21

Purpose:

Operations Management (OM) Generalist Managers may be assigned to operations management positions on disaster operations such as Deputy District Director, District Director, Deputy Assistant Director (AD), and AD of Operations based on the needs of an impacted geographic jurisdiction and the size and scope of the disaster operation. OM Generalist Managers may also be assigned to lead or participate in Task Groups as required on complex operations.

Key Responsibilities:

- Leading Service Delivery for a designated geographic jurisdiction, , in alignment with priorities and objectives established by the DRO Director
- Determining requirements and coordinating with the DRO leadership to ensure efficient and effective service delivery.
- Identifying operation-specific requirements and sources of information.
- Facilitating communication with and between stakeholders within the district jurisdiction.
- Following processes for communication and reporting.
- Approving, consolidating, and forwarding to the AD of Operations all resources requests from the District for action.
- Identifying resources and gaps, and requesting and allocating assets.
- Providing administrative oversight and care of assigned district staff, including support staff, service delivery workers and assigned Event Based Volunteers.
- Ensure visibility of and effective coordination with partners operating within the District

Qualifications:

- Required:
 - Must currently hold OM/SV GAP in Volunteer Connection
 - Must have held a supervisory position with at least 3 direct reports (Red Cross or Non-Red Cross)
 - Must have served on at least two Level 3 or above DROs assigned in OM/SV GAP with at least one assignment in a District or leading a large site and received satisfactory evaluations.
- Leadership & Team Building: Proficient in leadership with the ability to proactively assess, plan and organize multiple areas of the disaster relief operation. Ability to effectively share knowledge and skills on a DRO while providing constructive feedback. Ability to initiate and maintain an ongoing assessment of the relief operation in consultation with appropriate Red Cross leadership, taking immediate action to strengthen and improve the operation. Ability to establish and environment that immediately helps staff identify with the operation, makes them feel valued and acknowledges their part in the successful relief operation.
- Cost Analysis & Service Delivery Planning: Ability to devise cost estimates in accordance with the Service Delivery Plan and monitor spending against the approved budget. Ability to manage resources within approved budget and operate within the appropriate financial authority. Ability to plan and take actions as needed to address concerns and improve service delivery.
- Relationships: Ability to build effective relationships with units and individuals who can help with work related goals.
- Complex Problem Solving: Ability to monitor and correct performance and to manage conflict. Is able to spot problems early on and to take needed action so that flow and service delivery are not impacted.
- Technical & Systems Knowledge: Skilled in completing and/or interpreting all necessary reports that the DRO leadership submits to the DOC (5266, Service Delivery Plan, etc.) Knowledgeable in all OM systems, processes and procedures on a DRO.
- Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Manages Conflict: Handling conflict situations effectively, with a minimum of noise.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- All required OM/GEN/SV training
- Client Care Program Overview (EDGE: [WBT 20 mins](#) / Spanish [WBT 30 mins](#))
- Disaster Assessment Fundamentals v.2 (EDGE: [WBT 1 hr](#) / [ILT 3.5 hrs](#))

Continued



Required:

- Partner Engagement Essentials (EDGE: [WBT](#) 30 mins)
- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)
- RC View Mapping: Getting to Know RC View (EDGE: [WBT](#) 2.5 hrs)
- Disaster Relief Operations Planning Fundamentals (EDGE: VILT 6 hrs)
- Disaster Response Management Simulation (EDGE: ILT 13 hrs)
- IS-700 An Introduction to the National Incident Management System ([FEMA](#) 3.5 hrs)
- IS-800 National Response Framework, An Introduction ([FEMA](#) 3 hrs)

Recommended:

- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 1 hr)
- Facilitative Leadership for Mobilizing the Community (EDGE: ILT / VILT 7.5 hrs)
- Shelter Resident Transition with RC Care (EDGE: VID 1.25 hrs / English VILT 1.5 hrs / Spanish VILT 2.5 hrs)
- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)
- IS-100 Introduction to the Incident Command System ([FEMA](#) 2 hrs)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) 4 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) 6 hrs)
- IS-235 Emergency Planning ([FEMA](#) 5 hrs)
- IS-240 Leadership and Influence ([FEMA](#) 3 hrs)
- IS-241 Decision Making and Problem Solving ([FEMA](#) 2 hrs)
- IS-242 Effective Communication ([FEMA](#) 8 hrs)
- IS-244 Developing and Managing Volunteers ([FEMA](#) 4 hrs)



Group/Activity/Position:

OM/OPS/AD

Operations Management/Operations/Assistant Director

Revised:
6-10-2021

Purpose:

Assistant Director (AD) of Operations is a leadership position within the structure of a disaster operation responsible for the tactical implementation of service delivery to clients. This GAP qualifies responders to be assigned as AD Ops on Level 4 and below disaster operations.

Key Responsibilities:

- Accountable for implementing Red Cross programs to achieve of operational objectives. Provide Leadership and guidance to Mass Care Services, Disaster Health Services, Disaster Mental Health Services, Disaster Spiritual Care, Disability Integration, Casework and Recovery Planning, Direct Client Assistance, and Community Recovery Strategy Development.
- Manage a team of people assigned to coordinate and execute the strategy and tactics to accomplish the operational goals and objectives set by the Disaster Response Operation (DRO) Director.
- Coach managers on the creation and maintenance of a productive work environment, including workforce safety, performance evaluation, recognition, and overall team satisfaction.
- Provide required input into the development of the Service Delivery Plan. Responsible for the implementation of the Service Delivery Plan. Monitors, evaluates, and provides feedback to the DRO Director when adjustments to the plan are necessary.
- Actively review and monitor service delivery to ensure equality and diversity for all affected communities with emphasis on underserved populations.
- In coordination with the planning team, develop a transition plan ensuring support of regions in completion of and response to recovery outcomes.
- When required, directs and supports geographic districts, when established, by:
 - Leading the team that coordinates continuity and consistency between the districts service delivery.
 - Manage resources across impacted areas to ensure consistent and effective service delivery,
 - Facilitate the flow of information to and from districts to the operational leadership team.
- This position is typically assigned as AD of Operations on Level 3 and Level 4 disaster operations. For more specific responsibilities see Concept of Operations 3.0: Chapter 7: Roles and Responsibilities.
 - [Concept of Operations Program Essentials](#)

Qualifications:

Required:

- Must have served (and received satisfactory evaluations) on at least two Level 3 or above DROs as Deputy AD or District Director

Leadership Expectations:

- Successfully demonstrates the ability to proactively assess, plan and organize multiple areas of the disaster relief operation.
- Ability to affectively share knowledge and skills on a DRO while providing constructive feedback.
- Ability to initiate and maintain an ongoing assessment of the relief operation in consultation with appropriate Red Cross leadership, taking immediate action to strengthen and improve the operation.
- Ability to implement a plan that quickly identifies worker job duties, helps worker identify with the operation, makes them feel valued and acknowledges their part in a successful relief operation.

Preferred

- Ability to lead in a disaster event
- Strong decision-making skills
- Effective written and verbal communication skills
- Ability to take action with limited resources
- Flexibility to adapt to changing environment
- Professional behavior and confidence to motivate others
- Ability to utilize previous experience to make and implement decisions without full knowledge of the situation
- Develop and manage different service delivery lines to function as a team
- Ability to plan and prioritize work to meet commitments aligned with organizational goals.

Cost Analysis & Service Delivery Planning

- Participate and evaluate the status of the relief operation using available financial monitoring tools.
- Ability to devise cost estimates in accordance with the Service Delivery Plan and monitor spending against the approved budget.
- In conjunction with Logistics, assign appropriate fiscal authorities and ensure worker works within those authorities.
- Ability to lead and mentor a team of Managers as they plan and implement Service Delivery Planning.

Continued



Relationships

- Ability to lead and foster collaboration between operational functions as they plan and implement Service Delivery Planning.
- Ability to assess and provide feedback on unacceptable performance.
- Ability to recognize and coach for desired performance outcomes.
- Ability to problem solve and implement resolutions as required in a timely manner.

Complex Problem Solving

- Ability to monitor and correct performance and to manage conflict.
- Able to assess and provide feedback on unacceptable performance and recognize and reward desired performance.
- Ability to problems solve and implement a solution in a timely manner ensuring that the operational flow and service delivery are not impacted.

Technical & Systems Knowledge

- Skilled in completing and/or interpreting all necessary reports that DRO leadership requires be submitted to the Disaster Operations Center
- Knowledgeable in all Operations Management systems, processes and procedures on a DRO, i.e.5266, Service Delivery Plan, form 215 & 204 etc.

Drives Engagement

- Creates a climate where people are motivated to help the organization achieve its objectives, are valued for their contributions, and are given honest feedback for continuous organizational growth.

Personal Self-Awareness

- Ability to receive feedback and when necessary, combine it with action to course correct.
- Ability to deal with staff relations issues, to coach, mentor, or provide corrective action when required.
- Familiarity with the purpose of the Red Cross Continuity of Operations policy and able to use it as a resource.
- Knowledge of the Red Cross Fundamental Principals and understanding of the Red Cross Core Values.
- Capacity to travel independently and maintain self-sufficiency.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- All required OM/GEN/MN training
- Facilitative Leadership for Mobilizing the Community (EDGE: ILT / VILT 7.5 hrs)
- Disaster Mental Health: Introduction (EDGE: [WBT](#) 30 min)
- Feeding Fundamentals v2 (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.25 hrs / English ILT/VILT 1.5 / Spanish ILT/VILT 2 hrs)
- Mass Casualty Incident Response Basics (EDGE: [WBT](#) 1.25 hrs)
- Mass Care Management (EDGE: ILT / VILT 8 hrs)

Recommended:

- Disaster Spiritual Care: Introduction (EDGE: [WBT](#) 45 mins)
- In-Kind Donations on Disaster Relief Operations Fundamentals (EDGE: [WBT](#) 45 mins / ILT 3 hrs)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 1 hr)
- Shelter Resident Transition with RC Care (EDGE: [VID](#) 1.25 hrs / English VILT 1.5 hrs / Spanish VILT 2.5 hrs) *To receive credit for the video, mark it complete after viewing*
- IS-100 Introduction to Incident Command System, ICS 100 ([FEMA](#) WBT 2 hrs)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) WBT 4 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) WBT 6 hrs)
- IS-235 Emergency Planning ([FEMA](#) 5 hrs)
- IS-240 Leadership and Influence ([FEMA](#) WBT 3 hrs)
- IS-241 Decision Making and Problem Solving ([FEMA](#) WBT 2 hrs)
- IS-242 Effective Communication ([FEMA](#) WBT 8 hrs)
- IS-244 Developing and Managing Volunteers ([FEMA](#) WBT 4 hrs)
- ICS 300: Intermediate Incident Command System for Expanding Incidents ([FEMA](#) ILT 3 days)
- ICS 400: Advanced Incident Command System for Command and General Staff – Complex Incidents ([FEMA](#) ILT 2 days)



Group/Activity/Position:

OM/LOG/AD

Operations Management/Assistant Director/Logistics

Revised:
6-10-2021

Purpose:

Assistant Director (AD) of Logistics is a leadership position within the structure of a disaster operation responsible for the tactical implementation of logistical movement of resources across the operation. This GAP qualifies responders to be assigned as AD Logistics on Level 4 and below disaster operations.

Key Responsibilities:

- Accountable for implementing Red Cross programs to achieve of operational objectives. Provide Leadership and guidance to Logistics activities including Facilities, Transportation, Supply, Procurement, In-kind Donation, Warehousing, and Life Safety and Asset Protection.
- Manage a team of people assigned to coordinate and execute the strategy and tactics to accomplish the operational goals and objectives set by the Disaster Response Operation (DRO) Director.
- Coach managers on the creation and maintenance of a productive work environment, including workforce safety, performance evaluation, recognition, and overall team satisfaction.
- Provide required input into the development of the Service Delivery Plan. Responsible for the implementation of the Service Delivery Plan. Monitors, evaluates, and provides feedback to the DRO Director when adjustments to the plan are necessary.
- Actively review and monitor service delivery to ensure equality and diversity for all affected communities with emphasis on underserved populations.
- In coordination with the planning team, develop a transition plan ensuring support of regions in completion of and response to recovery outcomes.
- When required, directs and supports geographic districts, when established, by:
 - Leading the team that coordinates continuity and consistency between the districts service delivery.
 - Manage resources across impacted areas to ensure consistent and effective service delivery,
 - Facilitate the flow of information to and from districts to the operational leadership team.
- This position is typically assigned as AD of Logistics Operations on Level 3 and Level 4 disaster operations. For more specific responsibilities see Concept of Operations 3.0, Chapter 7: Roles and Responsibilities.
 - [Concept of Operations Program Essentials](#)

Qualifications:

Required

- Holds the position of OM/GEN/MN in Volunteer Connection
- Must have served (and received satisfactory evaluations) on at least two Level 3 or above DROs as Deputy AD or District Director.

Leadership Expectations

- Successfully demonstrates the ability to proactively assess, plan and organize multiple areas of the disaster relief operation.
- Ability to affectively share knowledge and skills on a DRO while providing constructive feedback.
- Ability to initiate and maintain an ongoing assessment of the relief operation in consultation with appropriate Red Cross leadership, taking immediate action to strengthen and improve the operation.
- Ability to implement a plan that quickly identifies worker job duties, helps worker identify with the operation, makes them feel valued and acknowledges their part in a successful relief operation.

Preferred

- Ability to lead in a disaster event
- Strong decision-making skills
- Effective written and verbal communication skills
- Ability to take action with limited resources
- Flexibility to adapt to changing environment
- Professional behavior and confidence to motivate others.
- Ability to utilize previous experience to make and implement decisions without full knowledge of the situation.
- Develop and manage different service delivery lines to function as a team.
- Ability to plan and prioritize work to meet commitments aligned with organizational goals.

Cost Analysis & Service Delivery Planning

- Participate and evaluate the status of the relief operation using available financial monitoring tools.
- Ability to devise cost estimates in accordance with the Service Delivery Plan and monitor spending against the approved budget.
- In conjunction with Logistics, assign appropriate fiscal authorities and ensure workers stay within those authorities.
- Ability to lead and mentor a team of Managers as they plan and implement Service Delivery Planning.

Continued



Relationships

- Ability to lead and foster collaboration between operational functions as they plan and implement Service Delivery Planning.
- Ability to assess and provide feedback on unacceptable performance.
- Ability to recognize and coach for desired performance outcomes.
- Ability to problem solve and implement resolutions as required in a timely manner.

Complex Problem Solving

- Ability to monitor and correct performance and to manage conflict.
- Ability to assess and provide feedback on unacceptable performance and recognize and reward desired performance.
- Ability to problems solve and implement a solution in a timely manner ensuring that the operational flow and service delivery are not impacted.

Technical & Systems Knowledge

- Skilled in completing and/or interpreting all necessary reports that DRO leadership requires be submitted to the Disaster Operations Center.
- Understanding of Supply Procurement Tracker overview, MS Teams “National Logistics” team navigation, RC View Logistics Tab, COUPA, Service Delivery Plan, and any other strategic tools developed by AD LOG/DRO utilization.

Drives Engagement

- Creating a climate where people are motivated to help the organization achieve its objectives, are valued for their contributions, and are given honest feedback for continuous organizational growth.

Personal Self-Awareness

- Ability to receive feedback and when necessary, combine it with action to course correct.
- Ability to deal with staff relations issues, to coach, mentor, or provide corrective action when required.
- Familiarity with the purpose of the Red Cross Continuity of Operations policy and able to use it as a resource.
- Knowledge of the Red Cross Fundamental Principals and understanding of the Red Cross Core Values. Capacity to travel independently and maintain self-sufficiency.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|--|---|
| <input type="checkbox"/> Lift/Carry 20 lb Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Drive in day time and at night |

Training

Required:

- All required OM/GEN/MN training
- Disaster Services Technology Overview Workshop (EDGE: [WBT 2 hrs](#)) or equivalent retired VILT
- In-Kind Donations on Disaster Relief Operations Fundamentals (EDGE: [WBT 45 min](#) / [ILT 3 hrs](#))
- Facilities Management Fundamentals (EDGE: [WBT 1 hr](#))
- Supply Fundamentals (EDGE: [ILT 6 hrs](#) / [VILT 2.5 hrs](#))
- Logistics Management (EDGE: [ILT 8 hrs](#) / [VILT 6 hrs](#))

Recommended:

- RC View National Shelter System Basic (EDGE: [WBT 1 hr](#) / [VILT 1 hr](#))
- Shelter Resident Transition with RC Care (EDGE: [VID 1.25 hrs](#) / [English VILT 1.5 hrs](#) / [Spanish VILT 2.5 hrs](#)) *To receive credit, be sure to mark the video complete when you've finished.*
- Facilitative Leadership for Mobilizing the Community (EDGE: [ILT](#) / [VILT 7.5 hrs](#))
- Supporting Volunteers and Managing Teams (EDGE: [ILT 3.5 hrs](#))
- IS-100 Introduction to Incident Command System, ICS 100 ([FEMA WBT 2 hrs](#))
- IS-200 Basic Incident Command System for Initial Response ([FEMA WBT 4 hrs](#))
- IS-230 Fundamentals of Emergency Management ([FEMA WBT 6 hrs](#))
- IS-235 Emergency Planning ([FEMA 5 hrs](#))
- IS-240 Leadership and Influence ([FEMA WBT 3 hrs](#))
- IS-241 Decision Making and Problem Solving ([FEMA WBT 2 hrs](#))
- IS-242 Effective Communication ([FEMA WBT 8 hrs](#))
- IS-244 Developing and Managing Volunteers ([FEMA WBT 4 hrs](#))
- ICS 300: Intermediate Incident Command System for Expanding Incidents ([FEMA ILT 3 days](#))
- ICS 400: Advanced Incident Command System for Command and General Staff – Complex Incidents ([FEMA ILT 2 days](#))



Group/Activity/Position:

OM/IP/AD

Operations Management/Information and Planning/Assistant Director

Revised:
6-10-2021

Purpose:

Assistant Director (AD) of Information & Planning is a leadership position within the structure of a disaster operation responsible for supporting and implementing planning processes and programs across the operation and in support of the Operations Section. This GAP qualifies responders to be assigned as AD Information & Planning on Level 4 and below disaster operations.

Key Responsibilities:

- Accountable for implementing Red Cross programs to achieve of operational objectives. Provide Leadership and guidance to Mass Care Services, Disaster Health Services, Disaster Mental Health Services, Disaster Spiritual Care, Disability Integration, Casework and Recovery Planning, Direct Client Assistance, and Community Recovery Strategy Development.
- Manage a team of people assigned to coordinate and execute the strategy and tactics to accomplish the operational goals and objectives set by the Disaster Response Operation (DRO) Director.
- Coach managers on the creation and maintenance of a productive work environment, including workforce safety, performance evaluation, recognition, and overall team satisfaction.
- Provide required input into the development of the Service Delivery Plan. Responsible for the implementation of the Service Delivery Plan. Monitors, evaluates, and provides feedback to the DRO Director when adjustments to the plan are necessary.
- Actively review and monitor service delivery to ensure equality and diversity for all affected communities with emphasis on underserved populations.
- In coordination with the planning team, develop a transition plan ensuring support of regions in completion of and response to recovery outcomes.
- When required, directs and supports geographic districts, when established, by:
 - Leading the team that coordinates continuity and consistency between the districts service delivery.
 - Manage resources across impacted areas to ensure consistent and effective service delivery,
 - Facilitate the flow of information to and from districts to the operational leadership team.
- This position is typically assigned as AD of Information & Planning on Level 3 and Level 4 disaster operations. For more specific responsibilities, see Concept of Operations 3.0: Chapter 7: Roles and Responsibilities.
 - [Concept of Operations Program Essentials](#)

Qualifications:

Required:

- Holds the current position of OM/GEN/MN in Volunteer Connection
- Must have served (and received satisfactory evaluations) on at least two Level 3 or above DROs as Deputy AD or District Director.
- Successfully demonstrates the ability to proactively assess, plan and organize multiple areas of the disaster relief operation.
- Ability to affectively share knowledge and skills on a DRO while providing constructive feedback.
- Ability to initiate and maintain an ongoing assessment of the relief operation in consultation with appropriate Red Cross leadership, taking immediate action to strengthen and improve the operation.
- Ability to implement a plan that quickly identifies worker job duties, helps worker identify with the operation, makes them feel valued and acknowledges their part in a successful relief operation.

Preferred:

- Ability to lead in a disaster event
- Strong decision-making skills
- Effective written and verbal communication skills
- Ability to take action with limited resources
- Flexibility to adapt to changing environment
- Professional behavior and confidence to motivate others
- Ability to utilize previous experience to make and implement decisions without full knowledge of the situation
- Develop and manage different service delivery lines to function as a team
- Ability to plan and prioritize work to meet commitments aligned with organizational goals

Cost Analysis & Service Delivery Planning

- Participate and evaluate the status of the relief operation using available financial monitoring tools.

Continued



- Ability to devise cost estimates in accordance with the Service Delivery Plan and monitor spending against the approved budget.
- In conjunction with Logistics, assign appropriate fiscal authorities and ensure worker stays within those authorities.
- Ability to lead and mentor a team of Managers as they plan and implement Service Delivery Planning.

Relationships

- Ability to lead and foster collaboration between operational functions as they plan and implement Service Delivery Planning.
- Ability to assess and provide feedback on unacceptable performance.
- Ability to recognize and coach for desired performance outcomes.
- Ability to problem solve and implement resolutions as required in a timely manner.

Complex Problem Solving

- Ability to monitor and correct performance and to manage conflict.
- Ability to assess and provide feedback on unacceptable performance and recognize and reward desired performance.
- Ability to problems solve and implement a solution in a timely manner ensuring that the operational flow and service delivery are not impacted.

Technical & Systems Knowledge

- Skilled in completing and/or interpreting all necessary reports that DRO leadership requires be submitted to the Disaster Operations Center.
- Knowledge of RC View, Incident Action Reporting, Advanced Operational and Service Delivery Planning, Incident Reporting processes, Financial and Statistical Information, and Damage Assessment tools.

Drives Engagement

- Creating a climate where people are motivated to help the organization achieve its objectives, are valued for their contributions, and are given honest feedback for continuous organizational growth.

Personal Self-Awareness

- Ability to receive feedback and when necessary, combine it with action to course correct.
- Ability to deal with staff relations issues, to coach, mentor, or provide corrective action when required.
- Familiarity with the purpose of the Red Cross Continuity of Operations policy and able to use it as a resource.
- Knowledge of the Red Cross Fundamental Principals and understanding of the Red Cross Core Values.
- Capacity to travel independently and maintain self-sufficiency.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|--|
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work in extreme cold | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Speak clearly on phone and in person | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Able to work in extreme emotional conditions | |

Training

Required:

- All required OM/GEN/MN training

Recommended:

- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 1 hr)
- Shelter Resident Transition with RC Care (EDGE: VID 1.25 hrs / English VILT 1.5 hrs / Spanish VILT 2.5 hrs) *To receive credit, be sure to mark the video complete when you've finished.*
- Facilitative Leadership for Mobilizing the Community (EDGE: ILT / VILT 7.5 hrs)
- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)
- IS-100 Introduction to Incident Command System, ICS 100 ([FEMA](#) WBT 2 hrs)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) WBT 4 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) WBT 6 hrs)
- IS-235 Emergency Planning ([FEMA](#) WBT 5 hrs)
- IS-240 Leadership and Influence ([FEMA](#) WBT 3 hrs)
- IS-241 Decision Making and Problem Solving ([FEMA](#) WBT 2 hrs)
- IS-242 Effective Communication ([FEMA](#) WBT 8 hrs)
- IS-244 Developing and Managing Volunteers ([FEMA](#) WBT 4 hrs)
- ICS 300: Intermediate Incident Command System for Expanding Incidents ([FEMA ILT](#) 3 days)
- ICS 400: Advanced Incident Command System for Command and General Staff – Complex Incidents ([FEMA ILT](#) 2 days)

Group/Activity/Position:

OM/ER/AD

Operations Management/External Relations/Assistant Director

 Revised:
05-26-2021

Purpose:

Assistant Director of External Relations is a temporary position within the structure of a disaster operation. Assistant Directors of External Relations are a part of the operation's leadership team and report to the DRO Director.

Key Responsibilities:

- Ensuring the overall direction and tone set by the DRO Director is executed
- Leading and managing the operation's five primary external facing activities: Government Liaison, Community Partnerships, Fundraising, Public Affairs and Elected Official Liaisons
- Leading a team that engages partners to mobilize human, material and skill-based resources across the disaster cycle
- Serves as the primary external relations advisor to the DRO Director and RCCO
- Development and execution of strategies that allow the DRO to establish collaborative and transparent relationships with partners
- Coordinating with Deputy District Directors to support EOC liaison with local emergency management officials
- Integrating EOLN Program with External Relations
- Engaging Community Partnerships necessary for service delivery in the respective Districts
- Mobilizing incident communications resources to prepare and deliver coordinated, sustained, accessible, and approved messages on preparedness, response and recovery actions
- Facilitating the integration of partner resources to support efficient and effective preparedness, response and recovery efforts
- Ensuring appropriate Red Cross representation in state, local, and tribal emergency operations centers, FEMA Joint Field Offices, and appropriate Joint Information Centers (physical presence preferred at key locations and whenever specifically requested by partners; virtual coverage may be acceptable based on resource availability and activity levels)
- Ensuring Red Cross representation and participation at Voluntary Organizations Active in Disaster meetings and community recovery committees
- Working with NHQ Disaster Public Affairs and Disaster Fundraising to create or incorporate strategies for external messaging and fundraising needs
- Ensuring inclusion of Regional Executives, Executive Directors and other key stakeholders to allow for alignment in all External Relations functions.
- Leveraging partner resources to facilitate efficient and effective preparedness, response and recovery efforts

Qualifications:

- Experience:
 - Must have served in a supervisory position with at least 10 direct reports (ARC or Non-ARC)
 - Must have served on at least 2 multi-District DROs in a leadership capacity
- Leadership & Team Building: Proficient in leadership with the ability to proactively assess, plan and organize multiple areas of the disaster relief operation. Ability to affectively share knowledge and skills on a DRO while providing constructive feedback. Ability to initiate and maintain an ongoing assessment of the relief operation in consultation with appropriate Red Cross leadership, taking immediate action to strengthen and improve the operation. Ability to establish an environment that immediately helps staff identify with the operation, makes them feel valued and acknowledges their part in the successful relief operation.
- Cost Analysis & Service Delivery Planning: Ability to devise cost estimates in accordance with the Service Delivery Plan and monitor spending against the approved budget. Ability to manage resources within approved budget and operate within the appropriate financial authority. Skilled in analyzing progress of the Service Delivery. Ability to plan and take actions as needed to address concerns and improve service delivery
- Relationships: Ability to build effective relationships with units and individuals who can help with work related goals.
- Complex Problem Solving: Ability to monitor and correct performance and to manage conflict. Is able to spot problems early on and to take needed action so that flow and service delivery are not impacted.
- Technical & Systems Knowledge: Skilled in Completing and/or interpreting all necessary reports that the DRO leadership submits to the DOC (5266, Service Delivery Plan, etc.) Knowledgeable in all OM systems, processes and procedures on a DRO.
- Drives Engagement: Creating a climate where people are motivated to do their best to help the organization achieve its objectives.
- Demonstrates Self-Awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses.
- Plans and Aligns: Planning and prioritizing work to meet commitments aligned with organizational goals.

Continued



Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- All required OM/GEN/MN training
- Facilitative Leadership for Mobilizing the Community (EDGE: ILT / VILT 7.5 hrs)
- Multi-Agency Resource Center Basics (EDGE: [WBT](#) 45 min)
- Government Operations Fundamentals (EDGE: ILT 6.5hrs / VILT 5 hrs)
- Disaster Public Affairs for National Relief Operations (EDGE: ILT 5 hrs)

Recommended:

- In-Kind Donations on Disaster Relief Operations Fundamentals (EDGE: [WBT](#) 45 mins / ILT 3 hrs)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 1 hr)
- Shelter Resident Transition with RC Care (EDGE: VID 1.25 hrs / English VILT 1.5 hrs / Spanish VILT 2.5 hrs)
- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)
- IS-100 Introduction to the Incident Command System ([FEMA](#) 2 hrs)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) 4 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) 6 hrs)
- IS-235 Emergency Planning ([FEMA](#) 5 hrs)
- IS-240 Leadership and Influence ([FEMA](#) 3 hrs)
- IS-241 Decision Making and Problem Solving ([FEMA](#) 2 hrs)
- IS-242 Effective Communication ([FEMA](#) 8 hrs)
- IS-244 Developing and Managing Volunteers ([FEMA](#) WBT 4 hrs)
- ICS 300: Intermediate Incident Command System for Expanding Incidents ([FEMA ILT](#) 3 days)
- ICS 400: Advanced Incident Command System for Command and General Staff – Complex Incidents ([FEMA ILT](#) 2 days)

Group/Activity/Position:

OM/WF/AD

Operations Management/Workforce/Assistant Director

 Revised:
6-10-2021

Purpose:

Assistant Director (AD) of Workforce is a leadership position within the structure of a disaster operation and serves as the accountable leader for the care of the workforce. Oversees the strategic and efficient assignment of workers to meet the mission. Ensures that all responders: receive a warm welcome; have a job to do; receive the needed training; have a supervisor; have a clean and safe place to sleep; and, are treated with respect and fairness. This GAP qualifies responders to be assigned as AD Workforce on Level 4 and below disaster operations.

Key Responsibilities:

- Accountable for implementing Red Cross programs to achieve of operational objectives. Provide Leadership and guidance to Mass Care Services, Disaster Health Services, Disaster Mental Health Services, Disaster Spiritual Care, Disability Integration, Casework and Recovery Planning, Direct Client Assistance, and Community Recovery Strategy Development.
- Manage a team of people assigned to coordinate and execute the strategy and tactics to accomplish the operational goals and objectives set by the Disaster Response Operation (DRO) Director.
- Coach managers on the creation and maintenance of a productive work environment, including workforce safety, performance evaluation, recognition, and overall team satisfaction.
- Provide required input into the development of the service delivery plan. Responsible for the implementation of the Service Delivery Plan. Monitors, evaluates, and provides feedback to the DRO Director when adjustments to the plan are necessary.
- Actively review and monitor service delivery to ensure equality and diversity for all affected communities with emphasis on underserved populations.
- In coordination with the planning team, develop a transition plan ensuring support of regions in completion of and response to recovery outcomes.
- When required, directs and supports geographic districts, when established, by:
 - Leading the team that coordinates continuity and consistency between the districts service delivery.
 - Manage resources across impacted areas to ensure consistent and effective service delivery,
 - Facilitate the flow of information to and from districts to the operational leadership team.
- This position is typically assigned as AD of Workforce on Level 3 and Level 4 disaster operations. For more specific responsibilities see Concept of Operations 3.0, Chapter 7: Roles and Responsibilities.
 - [Concept of Operations Program Essentials](#)

Qualifications:
Required

- Hold the position of OM/GEN/MN in Volunteer Connection
- Must have served (and received satisfactory evaluations) on at least two Level 3 or above DROs as Deputy AD or District Director.

Leadership Expectations

- Successfully demonstrates the ability to proactively assess, plan and organize multiple areas of the disaster relief operation.
- Ability to affectively share knowledge and skills on a DRO while providing constructive feedback.
- Ability to initiate and maintain an ongoing assessment of the relief operation in consultation with appropriate Red Cross leadership, taking immediate action to strengthen and improve the operation.
- Ability to implement a plan that quickly identifies worker job duties, helps worker identify with the operation, makes them feel valued and acknowledges their part in a successful relief operation.

Preferred

- Ability to lead in a disaster event
- Strong decision-making skills
- Effective written and verbal communication skills
- Ability to take action with limited resources
- Flexibility to adapt to changing environment
- Professional behavior and confidence to motivate others.
- Ability to utilize previous experience to make and implement decisions without full knowledge of the situation.
- Develop and manage different service delivery lines to function as a team.
- Ability to plan and prioritize work to meet commitments aligned with organizational goals.

Continued



Cost Analysis & Service Delivery Planning

- Participate and evaluate the status of the relief operation using available financial monitoring tools.
- Ability to devise cost estimates in accordance with the Service Delivery Plan and monitor spending against the approved budget.
- In conjunction with Logistics, assign appropriate fiscal authorities and ensure workers stay within those authorities.
- Ability to lead and mentor a team of Managers as they plan and implement Service Delivery Planning.

Relationships

- Ability to lead and foster collaboration between operational functions as they plan and implement Service Delivery Planning.
- Ability to assess and provide feedback on unacceptable performance.
- Ability to recognize and coach for desired performance outcomes.
- Ability to problem solve and implement resolutions as required in a timely manner.

Complex Problem Solving

- Ability to monitor and correct performance and to manage conflict.
- Ability to assess and provide feedback on unacceptable performance and recognize and reward desired performance.
- Ability to problems solve and implement a solution in a timely manner ensuring that the operational flow and service delivery are not impacted.

Technical & Systems Knowledge

- Skilled in completing and/or interpreting all necessary reports that DRO leadership requires be submitted to the Disaster Operations Center.
- Working knowledge of Volunteer Connection functionality, specifically running and analyzing reports, knowledgeable in non-congregate lodging, disaster human resource policies and procedures.

Drives Engagement

- Creating a climate where people are motivated to help the organization achieve its objectives, are valued for their contributions, and are given honest feedback for continuous organizational growth.

Personal Self-Awareness

- Ability to receive feedback and when necessary, combine it with action to course correct.
- Ability to deal with staff relations issues, to coach, mentor, or provide corrective action when required.
- Familiarity with the purpose of the Red Cross Continuity of Operations policy and able to use it as a resource.
- Knowledge of the Red Cross Fundamental Principals and understanding of the Red Cross Core Values.
- Capacity to travel independently and maintain self-sufficiency.

Physical Requirements

- Refer to Physical Capacity Grid

Training

Required:

- All required Operations Management/Generalist/Manager Training
- Ambassador Program Fundamentals ([VID](#) 20 min / [ILT](#) 1 hr)
- Commercial Lodging: An Overview ([VID](#) 18 mins / [ILT](#) 1 hr)
- Volunteer Connection Disaster Management Fundamentals ([WBT](#) 1.75 hrs)
- Staff Services Fundamentals ([ILT](#) 8 hrs / [VILT](#) 6 hrs)
- Staff Services Management ([ILT](#) 8 hrs / [VILT](#) 6.5 hrs)
- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)

Recommended

- Facilitative Leadership for Mobilizing the Community ([ILT](#) / [VILT](#) 7.5 hrs)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / [VILT](#) 2 hrs)
- Shelter Resident Transition with RC Care (EDGE: [VID](#) 1.25 hrs / [English VILT](#) 1.5 hrs / [Spanish VILT](#) 2.5 hrs)
- IS-100 Introduction to the Incident Command System ([FEMA](#) 2 hrs)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) 4 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) 6 hrs)
- IS-235 Emergency Planning ([FEMA](#) [WBT](#) 5 hrs)
- IS-240 Leadership and Influence ([FEMA](#) [WBT](#) 3 hrs)
- IS-241 Decision Making and Problem Solving ([FEMA](#) [WBT](#) 2 hrs)
- IS-242 Effective Communication ([FEMA](#) [WBT](#) 8 hrs)
- IS-244 Developing and Managing Volunteers ([FEMA](#) [WBT](#) 4 hrs)
- ICS 300: Intermediate Incident Command System for Expanding Incidents ([FEMA](#) [ILT](#) 3 days)
- ICS 400: Advanced Incident Command System for Command and General Staff – Complex Incidents ([FEMA](#) [ILT](#) 2 days)



Group/Activity/Position:

OM/FIN/AD Operations Management/Finance/Assistant Director

Revised:
6-10-2021

Purpose:

Assistant Director (AD) of Finance is a temporary position within the structure of a disaster operation that helps drive accountability and execution of key responsibilities in support of the strategic direction and expected outcomes. Ensures that all those providing service delivery on the operation have the tools and resources to be successful. The Finance AD is responsible for ensuring a robust financial controls environment, monitors budget vs. actual performance, provides business acumen and ensures good stewardship of the donor dollar.

Key Responsibilities:

- Accountable for implementing Red Cross programs to achieve of operational objectives. Provide Leadership and guidance to all levels of Disaster Finance and support all Consolidated Financial Systems.
- Manage a team of people assigned to coordinate and execute the strategy and tactics to accomplish the operational goals and objectives set by the Disaster Response Operation (DRO) Director.
- Coach managers on the creation and maintenance of a productive work environment, including workforce safety, performance evaluation, recognition, and overall team satisfaction.
- Provide required input into the development of the Service Delivery Plan. Responsible for the implementation of the Service Delivery Plan. Monitors, evaluates, and provides feedback to the DRO Director when adjustments to the plan are necessary.
- Actively review and monitor service delivery to ensure equality and diversity for all affected communities with emphasis on underserved populations.
- In coordination with the planning team, develop a transition plan ensuring support of regions in completion of and response to recovery outcomes.
- When required, directs and supports geographic districts, when established, by:
 - Leading the team that coordinates continuity and consistency between the districts service delivery.
 - Manage resources across impacted areas to ensure consistent and effective service delivery,
 - Facilitate the flow of information to and from districts to the operational leadership team.

Qualifications:

Required

- Holds the position of OM/FIN/AD in Volunteer Connection
- Must have successfully completed the DF Finance AD training series
- Must have served (and received satisfactory evaluations) on at least two Level 3 or above DROs in the position of Finance Manager

Leadership Expectations

- Successfully demonstrates the ability to proactively assess, plan and organize financial areas of the disaster relief operation.
- Ability to affectively share knowledge and skills on a DRO while providing constructive feedback.
- Ability to initiate and maintain an ongoing assessment of the relief operation in consultation with appropriate Red Cross leadership, taking immediate action to strengthen and improve the operation.
- Ability to implement a plan that quickly identifies worker job duties, helps worker identify with the operation, makes them feel valued and acknowledges their part in a successful relief operation.

Preferred

- Ability to lead in a disaster event
- Strong decision-making skills
- Effective written and verbal communication skills
- Ability to take action with limited resources
- Flexibility to adapt to changing environment
- Professional behavior and confidence to motivate others.
- Ability to utilize previous experience to make and implement decisions without full knowledge of the situation.
- Develop and manage different service delivery lines to function as a team.
- Ability to plan and prioritize work to meet commitments aligned with organizational goals.

Cost Analysis & Service Delivery Planning

- Participate and evaluate the status of the relief operation using available financial monitoring tools.
- Ability to devise cost estimates in accordance with the Service Delivery Plan and monitor spending against the approved budget.
- In conjunction with Logistics, assign appropriate fiscal authorities and ensure worker stays within those authorities.
- Ability to lead and mentor a team of Managers as they plan and implement Service Delivery Planning.

Continued



Relationships

- Ability to lead and foster collaboration between operational functions as they plan and implement Service Delivery Planning.
- Ability to assess and provide feedback on unacceptable performance.
- Ability to recognize and coach for desired performance outcomes.
- Ability to problem solve and implement resolutions as required in a timely manner.

Complex Problem Solving

- Ability to monitor and correct performance and to manage conflict.
- Ability to assess and provide feedback on unacceptable performance and recognize and reward desired performance.
- Ability to problems solve and implement a solution in a timely manner ensuring that the operational flow and service delivery are not impacted.

Technical & Systems Knowledge

- Skilled in completing and/or interpreting all necessary reports that DRO leadership requires be submitted to the Disaster Operations Center.
- Clear understanding of Coupa, Concur, the P-Card system and DSARS.

Drives Engagement

- Creating a climate where people are motivated to help the organization achieve its objectives, are valued for their contributions, and are given honest feedback for continuous organizational growth.

Personal Self-Awareness

- Ability to receive feedback and when necessary, combine it with action to course correct.
- Ability to deal with staff relations issues, to coach, mentor, or provide corrective action when required.
- Familiarity with the purpose of the Red Cross Continuity of Operations policy and able to use it as a resource.
- Knowledge of the Red Cross Fundamental Principals and understanding of the Red Cross Core Values. Capacity to travel independently and maintain self-sufficiency.

Physical Capacity:

- Speak clearly on phone and in person*
- Able to work in extreme emotional conditions.*
- Able to work in stressful work conditions*
- Able to work on a computer*
- Drive in day time and at night.*

Training

Training is managed directly by Finance at national headquarters. For more information, contact DisasterServicesFinance@redcross.org.

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) / English and Spanish ILT/VILT 2 hrs)
- Mass Care: An Overview (EDGE: [WBT](#) 30 min / ILT 3.5 hrs)
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Shelter Fundamentals v2 (EDGE: English [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / English ILT/VILT 1.5 hrs / Spanish ILT/VILT 2 hrs)
- Feeding Fundamentals v2 (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.25 hrs / English ILT/VILT 1.5 / Spanish ILT/VILT 2 hrs)
- Client Care Program Overview (EDGE: [WBT](#) 20 mins / Spanish [WBT](#) 30 mins)
- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)
- Disaster Assessment Fundamentals v.2 (EDGE: [WBT](#) 1 hr / ILT 3.5 hrs)
- RC View Mapping: Getting to Know RC View (EDGE: [WBT](#) 2.5 hrs)
- Disaster Relief Operations (DRO) Planning Fundamentals (VILT 6 hrs)
- Disaster Response Management Simulation (EDGE: ILT 13 hrs)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 2 hrs)
- RC View National Shelter System Leadership (EDGE: VILT 2 hrs)
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)

Continued



Recommended:

- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)
- Public Affairs Essentials (EDGE: [WBT](#) 30 min)
- Incident Reporting Fundamentals (EDGE: [WBT](#) 35 mins)
- Commercial Lodging: An Overview (EDGE: [VID](#) 18 min / ILT 1 hr)
- In-Kind Donations on Disaster Relief Operations Fundamentals (EDGE: [WBT](#) 45 min / ILT 3 hrs)
- Partner Engagement Essentials (EDGE: [WBT](#) 30 mins)
- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)
- Shelter Resident Transition with RC Care (EDGE: [VID](#) 1.25 hrs / English VILT 1.5 hrs / Spanish VILT 2.5 hrs) *To receive credit for the video, mark it complete after viewing*
- IS-100 Introduction to the Incident Command System (EDGE: [FEMA](#) 2 hrs)
- IS-200 Basic Incident Command System for Initial Response (EDGE: [FEMA](#) 4 hrs)
- IS-700 An Introduction to the National Incident Management System (EDGE: [FEMA](#) 3.5 hrs)
- IS-800 National Response Framework, An Introduction (EDGE: [FEMA](#) 3 hrs)

Group/Activity/Position:

REC/CARE/SA Recovery/Client Care Program/Service Associate

Purpose:

The role of a Recovery Client Care Program Service Associate is to support the disaster recovery of individuals, families, and communities affected by disaster by interviewing and provision of referrals, assistance and goods and services to begin and affect their recovery.

Key Responsibilities:

- Conduct client interviews: both initial interview and follow-up conversations, according to standards.
- Assess qualifications for assistance.
- Use the RC Care to document the assistance and services provided in the client record according to standards.
- Assist with recovery planning, problem-solving and advocacy on request to standards.
- Provide clients with information and referrals to community partners.
- Option to work remotely after completing required training.

Qualifications:

- Demonstrated commitment to the mission of the American Red Cross.
- Be kind, caring, resourceful, knowledgeable.
- Demonstrate interest in learning about community resource organizations.
- Demonstrate the ability to work well in stressful situations and in a team-oriented setting.
- Basic data entry and computer skills.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme cold | |

RC Care Role

Caseworker

Training
Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish [ILT/VILT](#) 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish [ILT/VILT](#) 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min)
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English [ILT](#) or Spanish [ILT](#) 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish [ILT/VILT](#) 1 hr)
- Client Care Program Overview (EDGE: [WBT](#) 20 mins / Spanish [WBT](#) 30 mins)
- Detailed Damage Assessment for Disaster Action Team Response Operations (EDGE: [WBT](#) 30 mins / [Spanish WBT](#) 40 mins)
- Client Care Program: Disaster Client Intake (EDGE: [WBT](#) 2.25 hrs)
- Client Care Program: Conducting Follow-Up (EDGE: [VID](#) 40 mins / English [VILT](#) 45 mins / Spanish [VILT](#) 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Client Care Program: Recovery Planning (EDGE: [VID](#) 42 mins / English [VILT](#) 45 mins / Spanish [VILT](#) 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Client Care Program: Providing Referrals (EDGE: [VID](#) 42 mins / English [VILT](#) 45 mins / Spanish [VILT](#) 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Shelter Resident Transition with RC Care (EDGE: [VID](#) 1.25 hrs / English [VILT](#) 1.5 hrs / Spanish [VILT](#) 2.5 hrs) *To receive credit for the video, mark it complete after viewing*

Recommended:

- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / [ILT](#) 4.5 hrs / English [VILT](#) & Spanish [VILT](#) 3 hrs)



Revised:
6-24-2021

Group/Activity/Position:

REC/CARE/SV Recovery/Client Care Program/Supervisor

Purpose:

This position supervises Client Care Program activities for a region, event, district, or other assignment. The Client Care Program Supervisor ensures that Recovery workers are assessing the needs of individuals and families and working with them in developing recovery plans, accessing community and government resources, providing advocacy, problem solving and direct client assistance.

Key Responsibilities:

- Ensures that workers are trained, prepared, and assigned to teams.
- Ensures consistency of assistance through caseworkers' or disaster action team responders' completion of day-to-day tasks, such as using the roadmap job tools to assess client needs and resources, assisting with effective recovery planning, and follow-up casework assistance to support client efforts to achieve their recovery goals.
- Planning, organizing, and supervising client interviews and other tasks.
- Provides timely feedback and support to service associates.
- Provides ongoing learning opportunities, team building, mentoring.
- Completes required casework supervisor reviews, ensures supplemental recommendations are acted upon, case closing tasks completed.
- Provides leadership, technical guidance and mentoring to caseworkers who talk with those affected by disasters about their disaster recovery plans.
- Applies policies, regulations, and procedures and knows their location.

Qualifications:

- Provided services effectively to at least 10 primary clients.
- Has a RC Care User ID and has entered at least 10 cases successfully from open to close.
- Has reviewed the CAN Tools Resource and Referral Database.
- Demonstrated commitment to the mission of the American Red Cross.
- Be kind, caring, resourceful, knowledgeable.
- Demonstrate interest in learning about community resource organizations.
- Demonstrate the ability to work well in stressful situations and in a team-oriented setting.
- Must have the ability to lead and manage others and resolve conflicts as needed.
- Be computer proficient: RC Care, email, general computer skills.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

RC Care Role

Casework Supervisor – Intake OR Casework Supervisor – ID/Address Reviewer

Training

Required – Casework Supervisor - Intake

- All required REC/CARE/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)

Continued



Casework Supervisor - Intake Required

- Partner Engagement Essentials (EDGE: [WBT](#) 30 mins)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)

Required – Casework Supervisor – ID/Address Reviewer:

- All required REC/CARE/SV training for Casework Supervisor - Intake
- Document Review with RC Care (EDGE: [VID](#) 35 mins / English VILT 45 mins / Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*

Recommended:

- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)
- Multi-Agency Resource Center Basics (EDGE: [WBT](#) 45 mins)
- CAN Basics (EDGE: English [WBT](#) 2 hrs / Spanish [WBT](#) 2.5 hrs / English and Spanish VILT 2.5 hrs)
- IS-2900 National Disaster Recovery Framework (NDRF) ([FEMA WBT](#) 3 hrs)



Group/Activity/Position: REC/CARE/MN Recovery/Client Care Program/Manager	Revised: 04-28-2021
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Purpose:

The Recover Client Care Program Manager is an operational position responsible for the oversight of one of more areas of Client Care Program service delivery. The Manager ensures services are delivered to clients with consistency, speed and quality, but also ensures the workforce has the support and tools needed to perform their duties.

Key Responsibilities:

- Responsible for the standardization of services across a region/district/geographical area.
- Leads a team in the delivery of services and meets with staff regularly. Develops the organization of the team, as well as setting the expectations, communication channels and information sharing practices across the team.
- Provides technical expertise, addresses program questions and concerns.
- Reviews systems reports to maintain operational awareness of recorded activity in RC Care.
- Maintains ongoing awareness of resource allocation and continually evaluates the need for adjustments according to the level of activity and client need. Submits requests for resources needed.
- Provides verbal and written daily updates and/or Sit Reps,
- Coordinates service delivery with the Managers of related activities.

Qualifications:

- Prior supervisory experience within Red Cross or other organization.
- Served on more than one National DRO and/or 2 Level III or higher Regional DROs as a Supervisor with successful work performance evaluations.
- Flexibility to work in fluid operational environment with potentially sudden and unpredictable business needs
- Desire for continuous improvement of program towards goal of 100% client satisfaction.
- Focus on optimization of people, productivity and technology.
- Equally comfortable with in-person and remote interaction including receiving supervision, providing management and interacting with clients.
- Respectful of the ethnic, cultural and physical diversity of staff and clients.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.
- Meets competencies, qualifications and required training for all previous positions in the GAP track.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme heat and/or humidity | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme cold | |

RC Care Role

Casework Supervisor – Intake OR Casework Supervisor – ID/Address Reviewer

Training

Required:

- All required REC/CARE/SV training
- Shelter Resident Transition Caseworker Specialty Track
- Multi-Agency Resource Center Basics (EDGE: [WBT](#) 45 min)
- CAN Basics (EDGE: English [WBT](#) 2 hrs / Spanish [WBT](#) 2.5 hrs / English and Spanish VILT 2.5 hrs)
- Document Review with RC Care (EDGE: [VID](#) 35 mins / English VILT 45 mins / Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Partner Engagement Essentials (EDGE: [WBT](#) 30 mins)
- IS-2900 National Disaster Recovery Framework (NDRF) ([FEMA WBT](#) 3 hrs)

Recommended:

- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)
- Public Affairs Essentials (EDGE: [WBT](#) 30 min)
- Facilitative Leadership for Mobilizing the Community (EDGE: ILT /VILT 7.5 hrs)
- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)
- CAN Advanced for Long Term Recovery (EDGE: [WBT](#) 2 hrs / VILT 3 hrs)
- Providing and Documenting Individual Disaster Care Services with RC Care (EDGE: [VID](#) 2.25 hrs / English and Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*
- Client Care Program: Compliance (EDGE: [VID](#) 58 mins / English VILT 1.25 hrs / Spanish VILT 2 hrs) *To receive credit for the video, mark it complete after viewing*

Group/Activity/Position:

REC/CMR/SV

Recovery/Community Recovery/Supervisor

Purpose:

The position supervises the Community Recovery activity on a disaster operation by providing leadership, technical assistance, preparedness and resiliency information to support the long-term recovery efforts in affected communities.

Key Responsibilities:

- Provide leadership and technical assistance to ARC workers, community recovery groups and clients.
- Provide preparedness and resiliency information to support the long-term recovery efforts in affected communities.
- Ensures that workers are trained, prepared, and assigned to teams.
- Ensures consistency of assistance through caseworkers' completion of day-to-day tasks.
- Planning, organizing, and supervising and other tasks.
- Provides assigned team timely feedback and support.
- Provides ongoing learning opportunities, team building, mentoring.
- Completes required supervisor reviews, ensures supplemental recommendations are acted upon, case closing tasks completed.
- Provides leadership, technical guidance and mentoring.
- Applies policies, regulations, and procedures; knows where to locate these tools and resources.

Qualifications:

- Provided services effectively to at least 10 primary clients.
- Has a RC Care User ID and has entered at least 10 cases successfully from open to close.
- Has reviewed the CAN Tools Resource and Referral Database.
- Demonstrated commitment to the mission of the American Red Cross.
- Be kind, caring, resourceful, knowledgeable.
- Demonstrate interest in learning about community resource organizations.
- Demonstrate the ability to work well in stressful situations and in a team-oriented setting.
- Must have the ability to lead and manage others and resolve conflicts as needed.
- Be computer proficient: RC Ca, email, general computer skills.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training
Required:

- All required Recovery/CARE/Service Associate training, excluding RC Care training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT / VILT 5 hrs) [Click this link for equivalency option.](#)
- Mobilize the Community: An Overview (EDGE: [WBT](#) 25 mins)
- CAN Basics (EDGE: English [WBT](#) 2 hrs / Spanish [WBT](#) 2.5 hrs / English and Spanish VILT 2.5 hrs)
- Partner Engagement Essentials (EDGE: [WBT](#) 30 mins)
- Multi-Agency Resource Center Basics (EDGE: [WBT](#) 45 mins)
- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)

Continued



Required

- Event-Based Volunteer Supervisor Basics: Using the Job Aid training Protocol (EDGE: [VID](#) 17 mins) *To receive credit for the video, mark it complete after viewing*
- Performance Evaluation Preparation for Supervisors (EDGE: [VID](#) 20 mins / ILT 1 hr) *To receive credit for the video, mark it complete after viewing*

Recommended:

- CAN Advanced for Long Term Recovery (EDGE: [WBT](#) 2 hrs / VILT 3 hrs)
- IS-2900 National Disaster Recovery Framework (NDRF) ([FEMA WBT](#) 3 hrs)



Group/Activity/Position:	Revised:
REC/CMR/MN	6-24-2021
Recovery/Community Recovery/Manager	
Purpose:	
To lead the Community Recovery activity on a disaster relief operation by providing leadership and technical expertise to support the long-term recovery efforts in affected communities.	
Key Responsibilities:	
<ul style="list-style-type: none"> • Leads the Community Recovery Activity on a Disaster Relief Operation (DRO) • Works to inform and support long-term recovery planning in affected local jurisdictions. • Works to establish VOAD/COAD in areas without an existing group. • Supports the partner and workforce aspects of transition from (DRO) to long-term recovery operation (LTRO) for the region. • In the absence of a Community Recovery Supervisor on a DRO, performs all responsibilities of that position in addition to the above. 	
Qualifications:	
<ul style="list-style-type: none"> <input type="checkbox"/> Demonstrated experience in Recovery Services and External Relations on large-scale disaster relief operations <input type="checkbox"/> Understanding of the National Disaster Recovery Framework (NDRF) and the role of the Red Cross in client and community recovery. <input type="checkbox"/> Ability to work with external partners within community. 	
Training	
Required:	
<ul style="list-style-type: none"> <input type="checkbox"/> All required Recovery/Community Recovery/Supervisor training <input type="checkbox"/> Public Affairs Essentials (EDGE: WBT 30 mins) <input type="checkbox"/> Psychological First Aid: Helping Others in Times of Stress (EDGE: WBT 1 hr / Spanish WBT 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs) <input type="checkbox"/> CAN Advanced for Long Term Recovery (EDGE: WBT 2 hrs / VILT 3 hrs) <input type="checkbox"/> Facilitative Leadership for Mobilizing the Community (EDGE: ILT / VILT 7.5 hrs) <input type="checkbox"/> IS-2900 National Disaster Recovery Framework (NDRF) (FEMA WBT 3 hrs) 	
Recommended:	
<ul style="list-style-type: none"> <input type="checkbox"/> Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs) <input type="checkbox"/> Disaster Response Management Simulation (EDGE: ILT 16 hrs) 	



<p>Group/Activity/Position: REC/REV/SA Recovery/Reviewer/Service Associate</p>	<p>Revised: 6-10-21</p>
<p>Purpose: The purpose of this position is to facilitate the required monitoring of compliance with programmatic guidelines and mitigating against fraud using RC Care data on Disaster Relief Operations by obtaining one of the following Specialty Tracks: ID Address/Document Reviewer, Compliance Reviewer or Operation Account Authorizer.</p> <p>Note: There may be Recovery Supervisors whose role includes ID/Address reviewer and they will not have this GAP or Specialty Track because the reviewer role is included in their role.</p>	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Completion of and adherence to the obtained Specialty Track, RC Care and assigned related tasks. • Confirmation, documentation and implementation of procedures. • Adherence to Recover Standards and Procedures with the obtained specialty track. 	
<p>Qualifications:</p> <ul style="list-style-type: none"> • Comfortable using technology • Comfortable collaborating with local emergency and response officials • Orientation towards data management or finance • Interest in supporting the delivery of services to clients affected by disaster • Interested in ensuring standardized direct client assistance. 	
<p>Training</p> <p>Required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Disaster Cycle Services: An Overview (EDGE: English WBT 1 hr / Spanish WBT 1.5 hrs / English and Spanish ILT/VILT 2 hrs) <input type="checkbox"/> Everyone is Welcome (EDGE: WBT 45 min / English and Spanish ILT/VILT 1 hr) <input type="checkbox"/> Client Care Program Overview (EDGE: WBT 20 mins / Spanish WBT 30 mins) <p>Requirement for Disaster Relief Operation assignment/deployment:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Deployment Fundamentals (EDGE: WBT 30 min) Not required for local geographic Disaster Responder availability. <input type="checkbox"/> Mission Cards – Cardholder Overview (EDGE: English VID 14 min / Spanish VID 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. <i>To receive credit, be sure to mark the video complete when you've finished.</i> 	

Group/Activity/Position:

REC//CH

Recovery//Chief

 Revised:
6-10-2021

Purpose:
Operations:

The Recovery Chief, in coordination with the Deputy Assistant Director (AD) of Recovery, is responsible for the delivery of the Recovery Services Client Care Program and Immediate Assistance (when applicable) across the operation, meeting the needs of the clients with speed and quality.

Steady State:

It is expected that the Recovery Chief will support their region, division and National Headquarters (HQ) Recovery Team.

Key Responsibilities:

Possible Disaster Relief Operation (DRO) Assignments:

- Recovery Chief
- District Recovery Lead
- HQ Client Care Program Manager (large operation)
- Deputy AD Recovery (small operation)
- Mentor for any of the above positions

Responsibilities:

1. Initiate and execute the Recovery service delivery plan.
2. Responsible for creating and implementing the staffing plan.
3. Responsible for the oversight and coordination of the recovery positions
4. Ensures that services are being delivered consistently regardless of district or service delivery method.
5. Partners with Individual Disaster Care to coordinate recovery services.
6. Works closely with the HQ Shelter Resident Transition Team (SRT) Coordinator.
7. Ensures adherence to the doctrine, program standards, financial controls, and compliance requirements as the Recovery subject matter expert on the operation.
8. Monitors RC Care dashboards taking appropriate action in response to operational, compliance and other recovery dashboards.
9. Maintains overarching situational awareness of recovery service delivery including Community Recovery, SRT casework, virtual casework, outreach and MARC locations.
10. Conducts a detailed daily review of the RC Care dashboards and report trends and areas of concern and suggested actions to the Deputy AD, Recovery.

Qualifications:

Chiefs are expected to manage people and conduct operational planning for the Client Care Program and Community Recovery.

The Recovery Chief is a generalist, and the candidate must have served as REC/CRP/MN or REC/CARE/MN on at least 4 National DROs with successful work performance evaluation. They must be creative and committed to *get to yes* for clients and team members.

Manages in alignment with the ConOps Guiding Principles of

- Mission First
- Care and Safety of the Workforce
- Inclusive and Client-Centered Service Delivery
- Engaged Partners
- Good Hello / Good Goodbye
- Get to "Yes"
- Data-Driven Decision-Making
- Good Stewards of Donor Dollars and Resources

Continued



Management Experience in

- Implementing the Client Care Program (formerly Immediate Assistance Program) and working with the Client Care Center
- Operating a Multi-Agency Resource Center (MARC)
- Leading Recovery on a virtual operation
- Experience working at DRO HQ and working with districts
- Collaborating with VOAD and setting up a long-term recovery committee.
- Knowledge of the Community Recovery program and administering grants.
- Shelter Resident Transition (formerly Shelter Casework) and working with Multi-Agency Shelter Transition Teams (MASTT)

Physical Capacity (Red Cross will consider accommodation):

- Work in extreme heat and/or humidity*
- Speak clearly on phone and in person*
- Able to work in stressful work conditions*
- Able to work on a computer*
- Drive in day time and at night*

RC Care Role

Casework Supervisor or Monitor

Training

Required:

- All required Recovery/CARE/Manager and Recovery/Community Recovery/Manager
- Shelter Resident Transition Management Specialty Track
- Client Care Center Resolution Agent Specialty Track

Recommended:

- Disaster Response Management Simulation (EDGE: ILT 16 hrs)
- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)
- Client Care Program: Compliance (EDGE: [VID](#) 58 mins / English VILT 1.25 hrs / Spanish VILT 2 hrs) *To receive credit for the video, mark it complete after viewing.*
- Providing and Documenting Individual Disaster Care Services with RC Care (EDGE: [VID](#) 2.25 hrs / English and Spanish VILT 1.5 hrs) *To receive credit for the video, mark it complete after viewing*



Revised: 6-24-2021

Group/Activity/Position:

RES/DAT/SA Response/Disaster Action Team/Service Associate

Purpose:

To serve on a Disaster Action Team as a worker on a DAT response to provide 24-hour immediate support and assistance to individuals and families who have been impacted by a home fire or other local disaster.

Key Responsibilities:

- Works as part of an assigned team to respond to local disasters within two hours.
- Has access to RC Care and can directly enter case data.
- Works with on-scene lead to assess whether additional resources/support are required and communicates those needs to DAT Leadership.
- Attends regularly scheduled team/DAT meetings as required by Chapter/Region.
- Commits to being available during assigned shifts, and communicates scheduling conflicts with DAT Leadership.
- Other responsibilities as assigned by DAT Leadership.

Qualifications:

- Demonstrated commitment to mission of the American Red Cross
- Remains current with all required training.
- Able to respond reliably when on call.
- Able to follow Red Cross DAT and other related standards and procedures.
- Ability to learn and use Red Cross systems and online interfaces.
- Ability to work in challenging and stressful conditions such as poor air quality, uneven ground, adverse weather, etc.
- Must have a valid driver's license and/or a timely, reliable way to get to the scene.
- Ability to take direction from steady state and operational leadership.
- Strong written and verbal communications skills.

Physical Capacity (Red Cross will consider accommodation):

Is able to:

- Stand for two-hour periods
- Sit for two-hour periods
- Walk on uneven terrain
- Walk for two miles during a shift
- Work in extreme heat and/or humidity
- Work in extreme cold
- Spend hours writing
- Speak clearly on phone and in person
- Climb two or more flights of stairs
- Drive in daytime and at night

RC Care User Role:

Intake Worker

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs) *DAT Trainee Requirement*
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Disaster Action Team Fundamentals (EDGE: [WBT](#) 1.5 hrs / ILT/VILT 3.5 hrs)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)
- Client Care Program Overview (EDGE: [WBT](#) 20 mins / Spanish [WBT](#) 30 mins)
- Detailed Damage Assessment for Disaster Action Team Response Operations (EDGE: [WBT](#) 30 mins / [Spanish WBT](#) 40 mins)
- Client Care Program: Disaster Client Intake (EDGE: [WBT](#) 2.25 hrs)
- RC Respond Overview (EDGE: [VID](#) 25 mins / VILT 1 hr)
- RC Respond: General User (EDGE: [VID](#) 38 mins / VILT 1 hr)

Recommended:

- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)
- Basic Food Safety (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 2.5 hrs)
- Feeding Fundamentals v2 (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.25 hrs / English ILT/VILT 1.5 / Spanish ILT/VILT 2 hrs)
- Shelter Fundamentals v2 (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.25 hrs / English ILT/VILT 1.5 hrs / Spanish ILT/VILT 2 hrs)
- Shelter Operations Simulation (EDGE: ILT 6 hrs)
- Mass Care: An Overview (EDGE: [WBT](#) 30 min / ILT 3.5 hrs)



Revised:
04-28-2021

Group/Activity/Position:

RES/DAT/SV

Response/Disaster Action Team/Supervisor

Purpose:

To serve as a team leader on a Disaster Action Team response providing scheduled 24-hour immediate support and assistance to individuals and families who have been impacted by a home fire or other local disaster. The DAT Supervisor is responsible for leading the on-scene response to ensure the immediate disaster-related needs of our clients are assessed and addressed ensuring all Red Cross standards and procedures are followed and monitors the safety of the on-scene team members.

Key Responsibilities:

- Act as a mentor for new DAT members.
- Ensure that the team responds to disasters within established timelines.
- Responsible for the Client Assistance Cards (CAC) used for the delivery of client services.
- Identifies and liaises with the on-scene incident commander and other appropriate authorities to coordinate Red Cross activity.
- As the on-scene leader, works with team to determine the appropriate immediate assistance for individuals and families.
- Assesses and communicates the need for additional support and resources (Public Affairs, Disaster Mental Health, Health Services, and Disaster Spiritual Care) to the Duty Officer and/or DAT Manager as appropriate.
- Ensures adequate DAT supplies, such as comfort kits and intake information is available to DAT members.
- Uses RC Care System to enter case data and issue Immediate Assistance using the Electronic Funds Transfer or CACs.
- Other responsibilities as assigned by DAT Leadership
- Attends regularly scheduled team/DAT meetings as required by Chapter/Region.

Qualifications:

- Commitment to the mission of the American Red Cross.
- Able to lead and supervise DAT members on a response.
- Able to respond reliably when on call.
- Maintains access to RC Care
- Able to follow Red Cross DAT and related standards and procedures.
- Proficient with Red Cross systems and online interfaces.
- Strong written and verbal communications skills.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

Ability to:

- Stand and/or sit for two-hour periods
- Walk on uneven terrain and/or walking 2 miles during a shift
- Work in extreme cold, and/or heat and/or humidity
- Spend hours writing
- Speak clearly on phone and in person
- Climb two or more flights of stairs
- Drive during the day and at night

RC Care User Role:

Intake Worker

Training

Required:

- All required RES/DAT/SA training
- Disaster Action Team Management (EDGE: [WBT](#) 1.5 hrs / ILT 3 hrs)
- Shelter Fundamentals v2 (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.25 hrs / English ILT/VILT 1.5 hrs / Spanish ILT/VILT 2 hrs)
- Mass Care: An Overview (EDGE: [WBT](#) 30 min / ILT 3.5 hrs)

Recommended Training:

- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)

Continued



Recommended Training:

- Public Affairs Essentials (EDGE: [WBT](#) 30 min)
- Mass Casualty Incident Response Basics (EDGE: [WBT](#) 1.25 hrs)
- Basic Instructor Fundamentals (EDGE: [WBT](#) 1.5 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)
- IS-100 Introduction to the Incident Command System (EDGE: [FEMA](#) 2 hrs)
- IS-200 Basic Incident Command System for Initial Response (EDGE: [FEMA](#) 4 hrs)
- IS-700 An Introduction to the National Incident Management System (EDGE: [FEMA](#) 3.5 hrs)
- IS-800 National Response Framework, An Introduction (EDGE: [FEMA](#) 3 hrs)



Revised: 04-28-2021

Group/Activity/Position:

RES/DAT/MN Response/Disaster Action Team/Manager

Purpose:

When assigned to a response, serves as the leader providing oversight on a DAT response providing 24-hour immediate support and assistance to individuals and families who have been impacted by a home fire or other local disaster. Provides leadership to other DAT members, ensuring coordination with other agencies and incident command. The DAT Manager leads/coordinated efforts when scaling up to regional event. The DAT Manager ensures that clients' immediate disaster-related needs have been met consistent with Red Cross standards and procedures. DAT Managers serve as a local subject matter expert and mentor in steady-state program support. The DAT Manager works with the DAT Coordinator to ensure DAT shifts are filled.

Key Responsibilities:

- Provides mentoring and technical guidance to DAT members.
- Assesses and communicates the need for additional support and resources (Public Affairs, Disaster Mental Health, Health Services, and Disaster Spiritual Care) when applicable.
- Maintains a climate of learning and engagement for all DAT members.
- Liaises with on-scene authorities to coordinate Red Cross disaster response, when applicable.
- Collaborates with DAT Coordinator and DAT Regional Program Lead to build DAT capacity and on-board/train new DAT members.
- Determines which services are appropriate based on the scope of the disaster in accordance with DAT and other appropriate standards and procedures.
- Other responsibilities as assigned by DAT Leadership.
- Uses RC Care System to enter case data and issue Immediate Assistance using the Electronic Funds Transfer or Client Assistance Cards (CACs).
- Ensures that regional and national guidance is widely communicated and observed.
- Attends or leads regularly scheduled volunteer/DAT meetings as required by Chapter/Region.

Qualifications:

- Demonstrate a collaborative leadership style.
- Demonstrate a commitment to mission of the American Red Cross
- Ability to lead and supervise DAT members.
- Ability to prioritize multiple tasks in complex and stressful situations.
- Proficient with Red Cross systems and online interfaces.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

Ability to:

- Stand and/or sit for two-hour periods
- Walk on uneven terrain and/or two miles during a shift
- Work in extreme cold, and/or heat and/or humidity
- Spend hours writing
- Speak clearly on phone and in person
- Climb two or more flights of stairs
- Drive during the day and at night

RC Care User Role:

Intake Worker

Training

RC Care User Role: Intake Worker

Required:

- All required RES/DAT/SV training
- Public Affairs Essentials (EDGE: [WBT](#) 30 min)
- Mobilize the Community Overview (EDGE: [WBT](#) 25 min)
- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)
- Mass Casualty Incident Response Basics (EDGE: [WBT](#) 1.25 hrs)

Continued



Recommended Training:

- Disaster Mental Health: Introduction (EDGE: [WBT](#) 30 min)
- Basic Instructor Specialty Training (EDGE: ILT 8 hrs) *or* Virtual Instructor Specialty Training (English or Spanish VILT 3.5 hrs)
- Government Operations Fundamentals (EDGE: ILT 6.5 hrs / VILT 5 hrs)
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)
- Integrated Care Condolence Team Fundamentals (EDGE: ILT 4 hrs / VILT 3 hrs)
- Incident Reporting Fundamentals (EDGE: [WBT](#) 35 mins)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)
- IS-100 Introduction to the Incident Command System ([FEMA](#) 2 hrs)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) 4 hrs)
- IS-700 An Introduction to the National Incident Management System ([FEMA](#) 3.5 hrs)
- IS-800 National Response Framework, An Introduction ([FEMA](#) 3 hrs)

Group/Activity/Position:

RES/DI/SA

Response/Disability Integration/Service Associate

 Revised:
6-24-2021

Purpose:

The role of the Disability Integration Service Associate is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility on an operation's service delivery plan. They ensure that all shelters and other service delivery sites, as well as all programs, services and communications are equally accessible to all clients, including those with disabilities and others with access and functional needs.

Key Responsibilities:

- Assessing evacuation and post-evacuation shelters for accessibility and assisting with solutions of noted issues.
- Coordinating with governmental and community partners, other functions and activities to meet the disaster-related access and functional needs of individuals, families, and communities.
- Training disaster operations workforce, including EBVs, on supporting clients and co-workers with disabilities and others with access and functional needs.
- Maintaining clear communication and collaboration with supervisor and peers.
- Providing feedback on disaster impact and community recovery, collecting essential elements of information.
- Providing accurate reporting of disability integration activity as assigned.

Qualifications:

- Good organizational skills, responsible, and punctual.
- Active listening skills.
- Ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to interact with community members in a clear, compassionate manner.
- Ability to involve appropriate others in managing problems and conflict.
- Commitment to maintaining the privacy and confidentiality of clients.
- Ability to coordinate effectively with governmental and non-governmental partners.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Requirements:

- | | |
|--|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Able to safely assist clients with activities of daily living | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme heat and/or humidity | |

Training
Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / VILT 2 hrs)
- RC View National Shelter System Surveyor (EDGE: VILT 3 hrs)



Group/Activity/Position:

RES/DI/SV

Response/Disability Integration/Supervisor

Revised:
3-3-2021

Purpose:

The role of Disability Integration Supervisor is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility on an operation's service delivery plan. They ensure that all shelters and other service delivery sites, as well as all programs, services and communications are equally accessible to all clients, including those with disabilities and others with access and functional needs, while supervising workers.

Key Responsibilities:

- Serve as a District Disability Integration Lead on a disaster relief operation.
- Supervising workers in assigned location including setting schedules, days off, daily job assignment, and completing work performance evaluations.
- Ensuring that self and all workers follow current Disability Integration standards and procedures and job tools while performing all tasks.
- Assessing evac and post-evac shelters for accessibility and assisting with solutioning of noted issues.
- Coordinating with governmental and community partners, other functions and activities, such as Disaster Health Services, Disaster Mental Health, Logistics, Client Casework and Recovery, Community Partnerships and Public Affairs, to meet the disaster-related access and functional needs of individuals, families, and communities.
- Supporting other functions to ensure full physical and programmatic access and delivery of effective communications in the most accessible, actionable formats.
- Training disaster operations workforce, including EBVs, on supporting clients and co-workers with disabilities and others with access and functional needs.
- Maintaining clear communication and collaboration with manager and peers.
- Providing feedback on disaster impact and community recovery, collecting essential elements of information.
- Providing accurate reporting of Disability Integration activity as assigned.

Qualifications:

- Good organizational skills, active listening skills, responsible and punctual.
- Demonstrated proficiency in evaluating performance and providing feedback.
- Demonstrated ability to use reports as decision making tools.
- Demonstrated proficiency in identifying, organizing, planning and allocating resources.
- Demonstrated ability to use materials and space effectively while making budget adjustments to meet objectives.
- Proven track record of holding regular meetings with staff to discuss plans and issues and resolve problems.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community leaders in a clear, compassionate manner.
- Demonstrated ability to involve appropriate others in managing problems and conflict.
- Ability to acquire, evaluate, and report information accurately.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Requirements:

- Lift/Carry 20 lb. Multiple times/shift
- Stand for two-hour periods
- Able to safely assist clients with activities of daily living
- Walk on uneven terrain
- Walk for two miles during a shift
- Work outdoors in inclement weather
- Work in extreme heat and/or humidity
- Work in extreme cold
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- All required RES/DI/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)

Continued



- Care Assistant Fundamentals (EDGE: [WBT](#) / ILT 2 hrs)
- Basic Instructor Fundamentals (EDGE: [WBT](#) 1.5 hrs)
- Shelter Fundamentals v2 (EDGE: English [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / English ILT/VILT 1.5 hrs / Spanish ILT/VILT 2 hrs)



Group/Activity/Position:

RES/DI/MN

Response/Disability Integration/Manager

Revised:
3-3-2021

Purpose:

The role of Disability Integration Manager is to serve as a member of a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility. They ensure that all shelters and other service delivery sites, as well as all programs, services and communications offered in a variety of work sites are equally accessible to all clients, including those with disabilities and others with access and functional needs, throughout the disaster cycle, and to and manage the Disability Integration team(s) assigned to the operation.

Key Responsibilities:

Responsibilities and expectations include but are not limited to

- Ensuring that self and supervisors on your team supervise workers in assigned location including setting schedules, days off, daily job assignment, completing work performance evaluations.
- Ensuring that self and all workers follow current Disability Integration standards and procedures and job tools while performing all tasks
- Managing Just-in-Time-Training rosters to ensure accurate reporting to Training for updating of staff and volunteer profiles
- Works with Staff Services, Staff Advocates and other functions to facilitate reasonable accommodations for accessibility of all work sites for staff and volunteers.
- Coordinating with governmental and community partners, other functions and activities, such as Disaster Health Services, Disaster Mental Health, Logistics, Client Casework and Recovery, Community Partnerships and Public Affairs, to ensure full physical and programmatic access and delivery of effective communications in the most accessible, actionable formats
- Participating with operations and partners in strategic planning, including advanced operational planning for accessibility of service delivery, identifying trends and suggesting modifications of service delivery plans based on those trends, and developing shelter transition and recovery plans for clients.
- Communicating and collaborating effectively with individuals at all levels of the operation
- Ensuring accurate reporting from all workers and completing and submitting accurate daily reports

Qualifications:

- Demonstrated ability to coordinate, resource, and oversee multiple Disability Integration teams simultaneously
- Demonstrated ability to evaluate and synthesize data from multiple sources to complete reports, escalate issues, and dynamically shift tactical priorities.
- Good organizational skills, active listening skills, responsible and punctual.
- Demonstrated proficiency in evaluating performance and providing feedback
- Demonstrated ability to use materials and space effectively while making budget adjustments to meet objectives
- Proven track record of holding regular meetings with staff to discuss plans and issues and resolve problems
- Demonstrated ability to implement Disability Integration Standards and Procedures and follow associated job tools including reporting requirements.
- Demonstrated ability to interact with community leaders in a clear, compassionate manner
- Demonstrated ability to involve appropriate others in managing problems and conflict
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Requirements:

- | | |
|--|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Work in extreme cold |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Speak clearly on phone and in person |
| <input type="checkbox"/> Able to safely assist clients with activities of daily living | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Walk on uneven terrain | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Walk for two miles during a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work outdoors in inclement weather | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Work in extreme heat and/or humidity | |

Training

Required:

- All required RES/DI/SV training
- Logistics: An Overview (EDGE: ILT / VILT 3 hrs)
- Collaborating Essentials (EDGE: ILT 6 hrs / VILT 4 hrs)

Continued



Required:

- Partner Engagement Essentials (EDGE: [WBT](#) 30 mins)
- Staff Services Fundamentals (EDGE: ILT 8 hrs / VILT 6 hrs)
- Staff Wellness Fundamentals (EDGE: ILT / VILT 1.5 hrs)

Group/Activity/Position:

SS/DEBV/SA

Staff Services/Disaster Event-Based Volunteer/Service Associate

 Revised:
6-24-2021

Purpose:

The Role of the Disaster Event-Based Volunteer Service Associate is to support the recruitment, intake, scheduling, and placement of Disaster Event-Based Volunteers (D-EBVs), non-disaster local community volunteers, and new organizations.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Implement recruitment strategies and tactics to recruit D-EBVs, non-disaster LCVs and new organizations to fill open shifts and meet DRO needs
- Fill shifts on DRO shift tool by scheduling D-EBVs and non-disaster LCVs
- Support DEBV engagement at work sites by managing the distribution and return of rosters, and working with the EBV Engagement Liaison (DRO) to ensure DEBVs are onboarded and thanked at the end of their shift.
- Maintain accurate information on the DRO Shift Tool by posting DEBV shifts as staff requests are received, canceling shifts as needed, and maintaining shift attendance records
- Support the setup and operation of a Volunteer Intake Center
- Support volunteer screening and/or scheduling in a Volunteer Intake Center

Qualifications:

- Passion for Red Cross mission, desire to assist residents of impacted community, and desire to engage local volunteers to support the community.
- Able to follow instructions
- Willingness to learn
- Proficient in Volunteer Connection

Physical Capacity (Red Cross will consider accommodation):

- Ability to stand or sit for two-hour periods.
- Ability to spend hours writing or typing, reading small print or working on a computer.
- Ability to speak clearly on phone and in person.
- Able to work under stressful and changing environments.

Training
Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish [ILT/VILT](#) 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish [ILT/VILT](#) 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English [ILT](#) or Spanish [ILT](#) 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Staff Services Fundamentals (EDGE: [ILT](#) 8 hrs / [VILT](#) 6 hrs)
- Volunteer Connection Disaster Management Fundamentals (EDGE [WBT](#) 1.75 hrs)
- Disaster Event-Based Volunteer Activity Worker Fundamentals ([WBT Curriculum](#) 3.75 hrs)

Recommended:

- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / [ILT](#) 4.5 hrs / [English VILT](#) & [Spanish VILT](#) 3 hrs)



Group/Activity/Position:

SS/DEBV/SV

Staff Services/Disaster Event-Based Volunteer/Supervisor

Revised:
12-31-2020

Purpose:

The Role of the Disaster Event-Based Volunteer Supervisor is to supervise the recruitment, intake, scheduling, and placement of Disaster Event-Based Volunteers (DEBVs), non-disaster local community volunteers, and new organizations.

Key Responsibilities:

- Train and support SS/EBV/SAs on specific tasks assigned to them; may lead a team of SAs to perform specific tasks
- Responsibilities may include, but are not limited to:
 - Develop and implement recruitment strategies and tactics to recruit D-EBVs, non-disaster LCVs and new organizations to fill open shifts and meet DRO needs
 - Fill shifts on DRO shift tool by scheduling D-EBVs and non-disaster LCVs
 - Support DEBV engagement at work sites by managing the distribution and return of rosters, and working with the EBV Engagement Liaison (DRO) to ensure DEBVs are onboarded and thanked at the end of their shift.
 - Maintain the DRO Shift Tool by posting DEBV shifts as staff requests are received, canceling shifts as needed, and maintaining shift attendance records
 - Oversee the setup and operation of a Volunteer Intake Center
 - Conduct screening and/or scheduling in a Volunteer Intake Center

Qualifications:

- Passion for Red Cross mission, desire to assist residents of impacted community, and desire to engage local volunteers to support the community.
- Can supervise a team of people to ensure tasks are completed in an efficient manner stressing good customer service.
- Proficient in Volunteer Connection
- Able to perform job inductions
- Ability to acquire and evaluate information and take action as needed.

Physical Capacity (Red Cross will consider accommodation):

- Ability to stand or sit for two-hour periods.
- Ability to spend hours writing or typing, reading small print or working on a computer.
- Ability to speak clearly on phone and in person.
- Able to work under stressful and changing environments.

Training

Required:

- All required SS/DEBV/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)

Group/Activity/Position:

SS/DEBV/MN

Staff Services/Disaster Event-Based Volunteer/Manager

 Revised:
06-29-2020

Purpose:

The Role of the Disaster Event-Based Volunteer Manager is to oversee the recruitment, intake, scheduling, and placement of Disaster Event-Based Volunteers (DEBVs), non-disaster local community

Key Responsibilities:

- Oversee the recruitment, intake, scheduling, communication with, and placement of volunteers from the local community, including DEBVs, non-disaster LCVs, and new community organizations.
- Create DRO Shift Tool or approve the creation of the DRO Shift Tool.
- Establish regular communication protocol for DEBVs and non-DCS LCVs
- Coordinate with the EBV Engagement Liaison on DRO to identify DEBV opportunities and ensure worker satisfaction
- Serve as a member of DEBV Support Team, coordinating daily with EBV Engagement Liaison (DRO), EBV Engagement Liaison (DOCC), NHQ Volunteer Services Liaison, VIPC Manager, and DVSE.
- Coordinate the work of DEBV Supervisors and Service Associates at the DRO HQ, Districts or other work sites.
- Communicate regularly with Community Engagement and Partnerships (CEP) and transition new relationships to regional CEP at conclusion of DRO
- Coordinate with LCV activity within Staff Services group when tasks overlap, such as communications to LCVs and D-EBV promotions
- Coordinate with Regional Volunteer Services and Disaster Workforce Engagement on creation and execution of demobilization plan
- Communicate with Public Affairs team for external recruitment needs
- Review reports and use various types of data and information to make decisions and drive continuous improvement.
- Provide evaluations and constructive feedback to team members

Qualifications:

- Passion for Red Cross mission, desire to assist residents of impacted community, and desire to engage local volunteers to support the community.
- Demonstrate strong management skills, stressing anticipatory customer service skills.
- Proven track record of holding effective meetings with staff to discuss plans, issues, resolve problems, share knowledge and plan work load into the future.
- Demonstrates ability to involve others appropriately in managing problems and conflict.
- Proficient in Volunteer Connection
- Ability to acquire and evaluate information and take action as needed.

Physical Capacity (Red Cross will consider accommodation):

- Ability to stand or sit for two-hour periods.
- Ability to spend hours writing or typing, reading small print or working on a computer.
- Ability to speak clearly on phone and in person.
- Able to work under stressful and changing environments.

Training
Required:

- All required SS/DEBV/SV training

Group/Activity/Position:

SS/SPS/SA

Staff Services/Staff Planning and Support/Service Associate

 Revised:
12-3-2020

Purpose:

The role of the Staff Planning and Support Service Associate is to provide support and customer service to traveling disaster responders on a relief operation. Services provided to responders include: lodging, Mission Card support, in-processing and out-processing, updating the DR Information System and Volunteer Connection data management.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Provide Excellent Customer Service
- Lodging; provide lodging for the visiting responder and maintain all applicable records.
- Supporting Mission Cards (MDA and mass care procurement cards);
- Maintaining the DRO information system;
- Managing data;
- In-processing and out-processing disaster responders on the operation.

Qualifications:

- Demonstrates good organizational skills, responsible and punctual.
- Active listening skills.
- Demonstrates ability to accurately to complete assigned tasks using provided Job Tools and information.
- Demonstrates ability to assist others providing accurate information.
- Demonstrates good customer services skills.
- Ability to update Volunteer Connection Disaster Management records and operational data.
- Ability to use Microsoft Office platforms accurately.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Bend or stoop multiple times a shift
- Work in extreme heat and/or humidity
- Speak clearly on phone and in person.
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training
Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Staff Services Fundamentals (EDGE: ILT 8 hrs / VILT 6 hrs)
- Volunteer Connection Disaster Management (EDGE [WBT](#) 2 hrs)

Recommended:

- Ambassador Program Fundamentals (EDGE: [VID](#) 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: [WBT](#) 30 min / ILT 1.5 hrs)



Group/Activity/Position:

SS/SPS/SV

Staff Services/Staff Planning and Support/Supervisor

Revised:
12-31-2020

Purpose:

The role of the Staff Planning and Support Supervisor is to supervise an activity on a disaster relief operation to successfully complete their assigned areas of responsibility on an operation's service delivery plan. The Staff Planning and Support Supervisor ensures their team provides support to traveling disaster responders to include: lodging, Mission Card support, in-processing and out-processing, updating the DR Information System and Volunteer Connection data management and Customer Service.

Key Responsibilities:

- Ensuring assigned workers implement Staff Services Standards and Procedures relating to Staff Planning and Support and Job Tools.
- Providing Work Performance Reviews.
- Arranging, tracking and monitoring lodging for visiting responders and maintain all applicable records.
- Ensuring, supervising and monitoring the support of Mission Cards (MDA and mass care procurement cards); DRO information system; data and fiscal reporting; in-processing and out-processing.
- Providing Excellent Customer Service.

Qualifications:

- Demonstrates good organizational skills, responsible and punctual.
- Active listening skills.
- Demonstrates ability to accurately to complete assigned tasks using provided Job Tools and information.
- Demonstrates strong people management and team building/treatment skills.
- Ability to manage and lead workers in completing assigned tasks.
- Demonstrates ability to assist others providing accurate information.
- Demonstrates good customer services skills.
- Ability to update Volunteer Connection Disaster Management records and operational data.
- Ability to use Microsoft Office platforms accurately.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Bend or stoop multiple times a shift
- Work in extreme heat and/or humidity
- Speak clearly on phone and in person.
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- All required SS/SPS/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)
- Commercial Lodging: An Overview (EDGE: [VID](#) 18 min / ILT 1 hr)

Recommended:

- Ambassador Program Fundamentals (EDGE: [VID](#) 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: [WBT](#) 30 min / ILT 1.5 hrs)

Group/Activity/Position:

SS/SPS/MN

Staff Services/Staff Planning and Support/Manager

 Revised:
06-29-2020

Purpose:

The role of the Staff Planning and Support Manager is to lead the SPS activity on a disaster relief operation and to successfully complete their assigned areas of responsibility on an operation's service delivery plan. The Staff Services Manager ensures their team provide support to traveling disaster responders on a relief operation. Services provided to responders include: lodging, Mission Card support, in-processing and out-processing, updating the DR Information System and Volunteer Connection data management and Customer Service.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Ensuring assigned workers implement Staff Services S+Ps relating to Staff Planning and Support and Job Tools;
- Provide Work Performance Reviews.
- Lodging; oversee lodging for the visiting responder and maintain all applicable records.
- Supporting Mission Cards (MDA and mass care procurement cards);
- Maintaining the DRO information system;
- Managing data and fiscal reporting;
- Oversee In-processing and out-processing disaster responders on the operation.
- Provide Excellent Customer Service.

Qualifications:

- Demonstrates good organizational skills, responsible and punctual.
- Active listening skills.
- Demonstrates ability to accurately to complete assigned tasks using provided Job Tools and information.
- Demonstrates strong people management and team building/treatment skills.
- Ability to manage, mentor and lead workers in completing assigned tasks.
- Demonstrates ability to assist others providing accurate information.
- Demonstrates good customer services skills.
- Ability to update Volunteer Connection Disaster Management records and operational data.
- Ability to use Microsoft Office platforms accurately.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Bend or stoop multiple times a shift
- Work in extreme heat and/or humidity
- Speak clearly on phone and in person.
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training
Required:

- All required SS/SPS/SV training
- Staff Services Management (EDGE: ILT 8 hrs / VILT 6.5 hrs)

Recommended:

- Ambassador Program Fundamentals (EDGE: [VID](#) 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: [WBT](#) 20 min / ILT 1 hr)



Group/Activity/Position:

SS/SR/SA

Staff Services/Staff Relations/Service Associate

Revised:
12-3-2020

Purpose:

The role of Staff Relations Service Associate is to work with supervisors and workers in completing tasks which result in all disaster responders having a fair and harassment free environment where workers are recognized for their contribution when supporting the Red Cross mission.

Key Responsibilities:

- Provide supervisors support in issue resolution and progressive discipline processes as requested or assigned using the Staff Relations Standards and Procedures and Job Tools and Personnel Issues on a DRO Standards and Procedures and Staff Relations Report Form
- Treating workers, clients and community members with respect;
- Complete unit tasks as assigned by Staff Relations Supervisor or Staff Advocate.
- Complete tasks and reports as requested.

Qualifications:

- Good organizational skills, responsible and punctual.
- Active listening skills.
- Knowledge and training in progressive discipline and issue resolution.
- Ability to implement Standards and Procedures and follow associated job tools.
- Demonstrated ability to maintain confidentiality.
- Knowledge of and ability in Microsoft Windows platforms especially Excel and Word.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Work in extreme heat and/or humidity
- Speak clearly on the phone and in person
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) *Not required for local geographic Disaster Responder availability. To receive credit, be sure to mark the video complete when you've finished.*
- Volunteer Connection Disaster Management Fundamentals (EDGE: [WBT](#) 1.75 hrs)
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Volunteer Workforce Complaint Representative Certification (VILT 5.5 hrs)

Recommended:

- Ambassador Program Fundamentals (EDGE: [VID](#) 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: [WBT](#) 20 min / ILT 1 hr)



Group/Activity/Position:

SS/SR/SV

Staff Services/Staff Relations/Supervisor

Revised:
12-31-2020

Purpose:

The role of Staff Relations Supervisor is to lead a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility on an operation's service delivery plan. The staff relations supervisor ensures their team assists supervisors in providing all disaster responders a fair and harassment free environment where workers are recognized for their contribution when supporting the Red Cross mission.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- implementing and ensuring assigned workers implement Staff Services Standards and Procedures relating to Staff Relations and Personnel Issues on a DRO and Staff Relations Report Form;
- treating workers, clients and community members with respect;
- preparing for and knowledgeable about deployment requirements, hardship codes and expectations;
- building a team, coaching, remaining flexible and team oriented and to assist as requested or needed.
- complete unit tasks as assigned by Staff Relations Manager or Staff Advocate
- brief supervisor on trends, situations referred to Volunteer Services and Human Resources, or involving alleged criminal behavior

Qualifications:

- Good organizational skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated proficiency in progressive discipline and issue resolution knowledge through previous successful assignments or experiences.
- Demonstrated strong people management and team building/treatment skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to manage and lead workers in completing assigned tasks.
- Demonstrated ability to maintain confidentiality.
- Proficient knowledge of Microsoft Windows platforms especially Excel and Word.
- Builds Effective Teams
- Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Work in extreme heat and/or humidity
- Speak clearly on the phone and in person
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- All required SS/SR/SA training
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)
- Staff Services Fundamentals (EDGE: ILT 8 hrs / VILT 6 hrs)

Recommended:

- Ambassador Program Fundamentals (EDGE: VID 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: WBT 20 min / ILT 1 hr)



Group/Activity/Position:

SS/SR/MN

Staff Services/Staff Relations/Manager

Revised:
06-29-2020

Purpose:

The role of Staff Relations Manager is to lead a temporary work unit on a disaster relief operation to successfully complete their assigned areas of responsibility on an operation's service delivery plan. The staff relations manager ensures supervisors are assisted in providing all disaster responders a fair and harassment free environment where workers are recognized for their contribution when supporting the Red Cross mission.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Implementing and ensuring assigned workers follow Staff Services Standards and Procedures and Personnel Issues on a DRO Standards and Procedures with Staff Relations Report Form;
- Treating workers, clients and community members with respect;
- Preparing for and knowledgeable about deployment requirements, hardship codes and expectations;
- Building a team, coaching, remaining flexible and team oriented and to assist as requested or needed.
- Briefing Staff Services Chief and Staff Advocate on trends, situations referred to Volunteer Services and Human Resources, or involving alleged criminal behavior.

Qualifications:

- Good organizational skills, responsible and punctual.
- Demonstrated active listening skills.
- Demonstrated proficiency in progressive discipline and issue resolution knowledge through previous successful assignments or experiences.
- Demonstrated strong people management and team building/treatment skills.
- Demonstrated ability to implement Standards and Procedures and follow associated job tools including reporting requirements.
- Ability to manage and lead workers in completing assigned tasks.
- Demonstrated ability to maintain confidentiality.
- Proficient knowledge of Microsoft Windows platforms especially Excel and Word.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Work in extreme heat and/or humidity
- Speak clearly on the phone and in person
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- All required SS/SR/SV training
- Staff Services Management (EDGE: ILT 8 hrs / VILT 6.5 hrs)

Recommended:

- Ambassador Program Fundamentals (EDGE: VID 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: WBT 20 min / ILT 1 hr)



Group/Activity/Position:

SS/LCV/SA

Staff Services/Local Community Volunteers/Service Associate

Revised:
12-3-2020

Purpose:

The Role of the LCV activity is to recruit, on-board, and place local human resources to meet the staffing needs in the Services Delivery Plan for a Disaster Relief Operation.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Contact local community based volunteers who have completed intake requirements to recruit them to fill DRO needs.
- Monitor Event Based Volunteer queue in Volunteer Connection and ensure volunteers complete intake requirements.
- Welcome and schedule volunteers coming into the Volunteer Intake Center or the Volunteer Reception Center (if applicable)
- Schedule volunteers for training (if required for position)
- Maintain daily Volunteer Connection Shift Tool Roster data
- Assign, check in, out-process local community volunteers
- Thank volunteers (phone/email)
- Conduct intake and maintain Volunteer Connection documentation on volunteers from partner businesses and organizations as part of the relief operation

Qualifications:

- Passion for Red Cross mission, desire to assist residents of impacted community, and desire to engage local volunteers to support the community
- Proficiently able to use a computer and standard office programs
- Able to follow instructions
- Willingness to learn
- Able to keep volunteer information confidential
- Work independent and as part of a team
- Receive feedback
- Able to work under stressful and changing environments
- Strong interpersonal/communication skills
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Capacity (Red Cross will consider accommodation):

- Lift/Carry 20 lb. Multiple times/shift
- Stand for two-hour periods
- Bend or stoop multiple times a shift
- Work in extreme heat/humidity
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) *Not required for local geographic Disaster Responder availability. To receive credit, be sure to mark the video complete when you've finished.*
- Staff Services Fundamentals (EDGE: ILT 8hrs / VILT 6 hrs)
- Volunteer Connection Disaster Management (EDGE: [WBT](#) 2 hrs)

Recommended:

- Ambassador Program Fundamentals (EDGE: [VID](#) 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: [WBT](#) 20 min / ILT 1 hr)



Group/Activity/Position:

SS/LCV/SV

Staff Services/Local Community Volunteer/Supervisor

Revised:
6-24-2021

Purpose:

The role of the Local Community Volunteer Supervisor is to recruit, on-board, and place local human resources to meet the staffing needs in the Services Delivery Plan for a Disaster Relief Operation.

Key Responsibilities:

- Train and support LCV Service Associates on specific tasks assigned to them.
- Receive adjudicated staff requests for input onto the Volunteer Connection shift tool.
- Manage Volunteer Connection shift tool (add/edit/cancel shifts).
- Manage the tracking of Event Based Volunteer (EBV) requests.
- Coordinate with the Volunteer Intake Processing Center (VIPC) and LCV/MN on EBV intake queue management.
- Support effective teamwork by training and supporting workers (LCV/SA, EBVs) in the Volunteer Intake Center (VIC) or the Volunteer Reception Center (VRC).
- Coordinate training offerings so LCV/SAs can schedule volunteers.
- Manage communication plan for Local community volunteers to ensure consistent and appropriate messaging.
- Coordinate with LCV/MN and other LCV/SVs on scheduling (assigning).
- Gather information required for LCV/MN reports.
- Ensure recognition (survey, certificate) is happening.
- Work with Community Partner Services (CPS) and local relationship managers to include the volunteers from partner businesses and organizations as part of the relief operation.
- Provide evaluations and constructive and positive feedback.

Qualifications:

- Passion for Red Cross mission, desire to assist residents of impacted community, and desire to engage local volunteers to support the community.
- Can supervise a team of people to ensure tasks are completed in an efficient manner stressing good customer service.
- Provides technical input and willing to seek guidance.
- Proficient in Volunteer Connection.
- Able to provide Job inductions.
- Can work in stressful and changing environments.
- Flexible.
- Proficient use of computers and standard Office Programs.
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

- Lift/Carry 20 lb. Multiple times/shift
- Stand for two-hour periods
- Bend or stoop multiple times a shift
- Work in extreme heat/humidity
- Speak clearly on phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- All required SS/LCV/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)
- Everyone is Welcome (EDGE: [WBT](#) 45 min / English and Spanish ILT/VILT 1 hr)
- Psychological First Aid: Helping Others in Times of Stress (EDGE: [WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / ILT 4.5 hrs / English VILT & Spanish VILT 3 hrs)

Recommended:

- Ambassador Program Fundamentals (EDGE: [VID](#) 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: [WBT](#) 20 min / ILT 1 hr)

Group/Activity/Position:

SS/LCV/MN

Staff Services/Local Community Volunteers/Manager

 Revised:
06-29-2020

Purpose:

The Role of the Local Community Volunteer Manager is to recruit, on-board, and place local human resources to meet the staffing needs in the Services Delivery Plan for a Disaster Relief Operation.

Key Responsibilities:

- Set and manage Local Community Volunteers (LCV) team parameters (communication, hours, Volunteer Intake Processing Center (VIPIC) coordination).
- Coordinate with National Headquarters (NHQ) Volunteer Services.
- Coordinate the work of LCV Supervisors and Service Associates at the DRO HQ, Districts or other worksites.
- Oversee the recruitment, on-boarding, and placement of volunteers from the local community.
- Establish and maintain coordination with DRO groups and activities.
- Communicate regularly with Community Partner Services (CPS) to include the volunteers from partner businesses and organizations as part of the relief operation.
- Communicate with Public Affairs team regarding messaging to volunteer community.
- Coordinate LCV activities with other Staff Services activities.
- Coordinate intake process with VIPIC.
- Request SS/TR establish on the job offerings as needed.
- Ensure EBVs receive meaningful training and assignments that support their desire to volunteer.
- Responsible for staff request fulfillment process.
- Ensure coordination of virtual and in-person Volunteer Intake Processing Center.
- Review reports and use various types of data and information to make decisions and drive continuous improvement.
- Submit reports as requested.
- Provide evaluations and constructive and positive feedback.

Qualifications:

- Passion for Red Cross mission, desire to assist residents of impacted community, and desire to engage local volunteers to support the community.
- Demonstrate strong management skills, stressing anticipatory customer service skills.
- Successful supervisor level Work Performance Review in Staff services on more than one level 3 or greater DRO
- Demonstrates expertise in identifying, organization, planning and allocating resources
- Proven track record of holding effective meetings with staff to discuss plans, issues, resolve problems, share knowledge and plan work load into the future
- Demonstrates ability to involve others appropriately in managing problems and conflict.
- Ability to acquire and evaluate information and take action as needed.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- | | |
|---|---|
| <input type="checkbox"/> Lift/Carry 20 lb. Multiple times/shift | <input type="checkbox"/> Able to work in extreme emotional conditions |
| <input type="checkbox"/> Stand for two-hour periods | <input type="checkbox"/> Able to work in stressful work conditions |
| <input type="checkbox"/> Bend or stoop multiple times a shift | <input type="checkbox"/> Able to work on a computer |
| <input type="checkbox"/> Work in extreme heat/humidity | <input type="checkbox"/> Drive in day time and at night |
| <input type="checkbox"/> Speak clearly on phone and in person | |

Training
Required:

- All required SS/LCV/SV training
- Staff Services Management (EDGE: ILT 8 hrs / VILT 6.5 hrs)
- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)

Recommended:

- Ambassador Program Fundamentals (EDGE: [VID](#) 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: [WBT](#) 20 min / ILT 1 hr)

Group/Activity/Position:

SS/TR/SA

Staff Services/Training/Service Associate

 Revised:
12-3-2020

Purpose:

The Disaster Training Service Associate provides direct Disaster Cycle Services training on a relief operation. Trainings include classroom instruction, virtual instruction, or facilitating the presentation of video training within districts or geographical area(s) identified. Disaster Training Service Associates will provide course rosters to the supervisor for administrative completion in EDGE.

Key Responsibilities:

- Teach and/or facilitate various topics/courses needed on a disaster relief operation.
- Supports the facilitation of orientation classes, on the job (OJT) and any other operational training needed.
- Ability to utilize EDGE for scheduling and set-up of classes.
- Ability to organize information and reports for training.

Qualifications:

- Ability to work as team player & motivate others in team building
- Good verbal and non-verbal communications
- Ability to build effective relationships
- Demonstrates good customer service skills
- Ability to teach and speak in front of adult learners
- Demonstrates good organizational skills
- Ability to manage conflict
- Good computer skills (Excel, Power Point, Word) and knowledge of EDGE
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Work in extreme heat and/or humidity
- Speak clearly on the phone and in person
- Work for long periods on the computer
- Climb two or more flights of stairs
- Drive in day and night time

Training
Required:

- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish ILT/VILT 2 hrs)
- Concept of Operations Basics (EDGE: English [VID](#) 30 min / Spanish [VID](#) 24 mins / English & Spanish ILT/VILT 1 hr) *To receive credit, mark video complete after viewing*
- Deployment Fundamentals (EDGE: [WBT](#) 30 min) Not required for local geographic Disaster Responder availability.
- Mission Cards – Cardholder Overview (EDGE: English [VID](#) 14 min / Spanish [VID](#) 16 min / English ILT or Spanish ILT 1 hr) Not required for local geographic Disaster Responder availability. *To receive credit, be sure to mark the video complete when you've finished.*
- Volunteer Connection Disaster Management (EDGE [WBT](#) 2 hrs)
- Staff Services Fundamentals (EDGE: ILT 8 hrs / VILT 6 hrs)
- Basic Instructor Fundamentals (EDGE: [WBT](#) 1.5 hrs)
- Basic Instructor Specialty Training (EDGE: ILT 8 hrs)

Recommended:

- Ambassador Program Fundamentals (EDGE: [VID](#) 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: [WBT](#) 20 min / ILT 1 hr)



Group/Activity/Position:

SS/TR/SV

Staff Services/Training/Supervisor

Revised:
12-31-2020

Purpose:

The Disaster Training Supervisor supports, coordinates and conducts operations training including, classroom set up, and obtaining/arranging materials, facilities and technology. Disaster Training Supervisors will complete administrative needs in EDGE for training provided on a relief operation.

Key Responsibilities:

- Supports the facilitation of orientation classes, on the job (OJT) and any other operational training needed.
- Utilize EDGE for scheduling and set-up of classes.
- Use reports as decision making tools.
- Planning, organizing, and supervising course requests and other tasks
- Provides timely feedback and support to service associates.
- Provides ongoing learning opportunities, team building, mentoring.
- Ability to lead, develop and motivate assigned workers.
- Knowledge of DCS courses, operational training and operational training resources.

Qualifications:

- Proficiency in EDGE for scheduling and class set-up.
- Basic Disaster Instructor
- Demonstrated ability in teaching classes.
- Ability to work as team player & motivate others in team building.
- Good verbal and non-verbal communications.
- Ability to build effective relationships.
- Knowledge of mentoring and coaching techniques to support leadership development.
- Demonstrates good customer service skills.
- Demonstrates good organizational skills.
- Ability to manage conflict.
- Good computer skills (Excel, Power Point, Word).
- Builds Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Work in extreme heat and/or humidity
- Speak clearly on the phone and in person
- Work for long periods on the computer
- Climb two or more flights of stairs
- Drive in day and night time

Training

Required:

- All required SS/TR/SA training
- Supervising the Disaster Workforce (EDGE: ILT 8 hrs / VILT 6 hrs)
- Concept of Operations 3.0 Management (EDGE: ILT 5 hrs) [Click this link for equivalency option.](#)
- Using EDGE as a Session Admin (EDGE: WBT 30 min) [Regional LMS Administrator approval required to access course](#)
- Using EDGE as a People Admin (EDGE: WBT 30 min) [Regional LMS Administrator approval required to access course](#)
- Using EDGE as a Registrar (EDGE: WBT 30 min) [Regional LMS Administrator approval required to access course](#)

Recommended:

- Ambassador Program Fundamentals (EDGE: [VID](#) 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: [WBT](#) 20 min / ILT 1 hr)

Group/Activity/Position:

SS/TR/MN

Staff Services/Training/Manager

 Revised:
06-29-2020

Purpose:

The Disaster Training Manager position on a disaster operation will lead the Disaster Cycle Services training activity and the team members serving in that function during a disaster response. The Disaster Training Manager will work directly with the Staffing Chief on the operation to define and articulate the overall strategy for the training needs on the relief operation including classroom, virtual, or training video's needs.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Advanced Disaster Instructor.
- Supports the facilitation of orientation classes, on the job (OJT) and any other operational training needed.
- Ability to utilize EDGE for scheduling and set-up of classes.
- Successful Work Performance Review in Training from more than one Multi Chapter level DRO.
- Knowledge to create, communicate and monitor reports and activity service delivery plans.
- Demonstrates expertise in evaluating performance & providing feedback.

Qualifications:

Ability to work as team player & motivate others in team building

- Good verbal and non-verbal communications*
- Ability to build effective relationships*
- Knowledge of coaching techniques to support leadership development*
- Demonstrates good customer service skills*
- Demonstrates strong organizational skills*
- Demonstrates ability to involve others in managing problems and conflict*
- Good computer skills (Excel, Power Point, Word)*
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.*
- Develops Talent: Developing people to meet both their career goals and the organization's goals.*
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.*

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods*
- Work in extreme heat and/or humidity*
- Speak clearly on the phone and in person*
- Work for long periods on the computer*
- Climb two or more flights of stairs*
- Drive in day and night time*

Training
Required:

- All required SS/TR/SV training
- Advanced Instructor Fundamentals (EDGE: [WBT](#) 30 min)
- Staff Services Management (EDGE: ILT 8 hrs / VILT 6.5 hrs)

Recommended:

- Ambassador Program Fundamentals (EDGE: [VID](#) 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: [WBT](#) 20 min / ILT 1 hr)



Group/Activity/Position:

SS/GEN/MN

Staff Services/Generalist/Manager

Revised:
06-29-2020

Purpose:

The role of the Staff Services Generalist Manager is to lead a temporary work unit or District on a disaster relief operation in successfully completing their assigned areas of responsibility on an operation's service delivery plan.

Key Responsibilities:

- Ensuring assigned workers implement Staff Services Standards and Procedures and Job Tools.
- Support the efficient and effective staffing of the entire relief operation to meet the goals of the SDP.
- Provide Work Performance Reviews to direct reports.
- Delegates tasks appropriately allowing others to learn.
- Support the Recruiting, on-boarding and placing of volunteers from the local community.
- Support Lodging; provide lodging for the visiting responder and maintain all applicable records. Ensure cost control.
- Supporting Mission Cards (MDA, M&T and MCPC cards).
- Managing data and fiscal reporting; Maintain Records as required.
- Overseeing in-processing and out-processing disaster responders on the operation and developing an out-processing plan.

Qualifications:

- Demonstrates good organizational skills, responsible and punctual.
- Active listening and communication skills.
- Demonstrates subject matter expertise with using and implementing Chapter, Region, Division Staff Services Standards & Procedures and associated Staff Services Job Tools.
- Demonstrates strong people management and team building/treatment skills.
- Ability to manage and lead workers in completing assigned tasks.
- Demonstrates ability to assist others providing accurate information.
- Demonstrates good customer services skills.
- Ability to update Volunteer Connection Disaster Management records and operational data.
- Demonstrates expertise in identifying, organizing, planning and allocating resources.
- Demonstrates ability to make budget adjustments to meet objectives.
- Demonstrates expert knowledge of all Staff Services systems & Standards and Procedures.
- Ability to use Microsoft Office and Volunteer Connection platforms accurately.
- Directs Work: Providing direction, delegating, and removing obstacles to get work done.
- Develops Talent: Developing people to meet both their career goals and the organization's goals.
- Being Resilient: Rebounding from setbacks and adversity when facing difficult situations.

Physical Capacity (Red Cross will consider accommodation):

- Stand for two-hour periods
- Work in extreme heat/and or humidity
- Speak clearly on the phone and in person
- Able to work in extreme emotional conditions
- Able to work in stressful work conditions
- Able to work on a computer
- Drive in day time and at night

Training

Required:

- Required training in one Staff Services Manager Activity
- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)

Recommended:

- Ambassador Program Fundamentals (EDGE: [VID](#) 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: [WBT](#) 20 min / ILT 1 hr)

Group/Activity/Position:

SS//CH

Staff Services//Chief

 Revised:
06-29-2020

Purpose:

The role of the SS Chief is to lead temporary work units on a level 4 and above disaster relief operation and to successfully complete their assigned areas of responsibility on an operation's service delivery plan.

Key Responsibilities:

Responsibilities and expectations include but are not limited to:

- Ensuring assigned workers implement Staff Services Standards and Procedures and Job Tools;
- Support the efficient and effective staffing of the entire relief operation to meet the goals of the SDP.
- Provide Work Performance Reviews to direct reports.
- Delegates tasks appropriately allowing others to learn.
- Support the Recruiting, on-boarding and placing of volunteers from the local community;
- Support Lodging for the visiting responder and maintain all applicable records. Ensure cost control.
- Supporting Mission Cards (MDA, M&T and MCPC cards);
- Managing data and fiscal reporting; Maintain Records as required.
- Overseeing In-processing and out-processing disaster responders on the operation and developing an out-processing plan.

Qualifications:

- Experience leading a staff services Unit as SS/MN(Generalist)
- Demonstrates good organizational skills, responsible and punctual.
- Active listening and communication skills.
- Demonstrates expertise with using and implementing Chapter, Region, Division Staff Services S and P's and associated Staff Services Job Tools.
- Demonstrates strong people management and team building/treatment skills.
- Ability to manage, mentor and lead workers in completing assigned tasks.
- Demonstrates ability to assist others providing accurate information.
- Demonstrates good customer services skills.
- Ability to update Volunteer Connection Disaster Management records and operational data.
- Demonstrates expertise in identifying, organizing, planning and allocating resources.
- Demonstrates ability to make budget adjustments to meet objectives.
- Demonstrates expert knowledge of all Staff Services systems & Standards and Procedures.
- Ability to use Microsoft Office platforms accurately.
- Drives Engagement: Creating a climate where people are motivated to do their best to help the organization achieve its objectives.
- Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies.
- Manages Ambiguity: Operating effectively, even when things are not certain or the way forward is not clear.

Physical Capacity (Red Cross will consider accommodation):

- Work in extreme heat and/or humidity*
- Speak clearly on phone and in person.*
- Able to work in stressful work conditions*
- Able to work on a computer*
- Drive in day time and at night*

Training
Required:

- Required training in one Staff Services Manager Activity
- Supporting Volunteers and Managing Teams (EDGE: ILT 3.5 hrs)

Recommended:

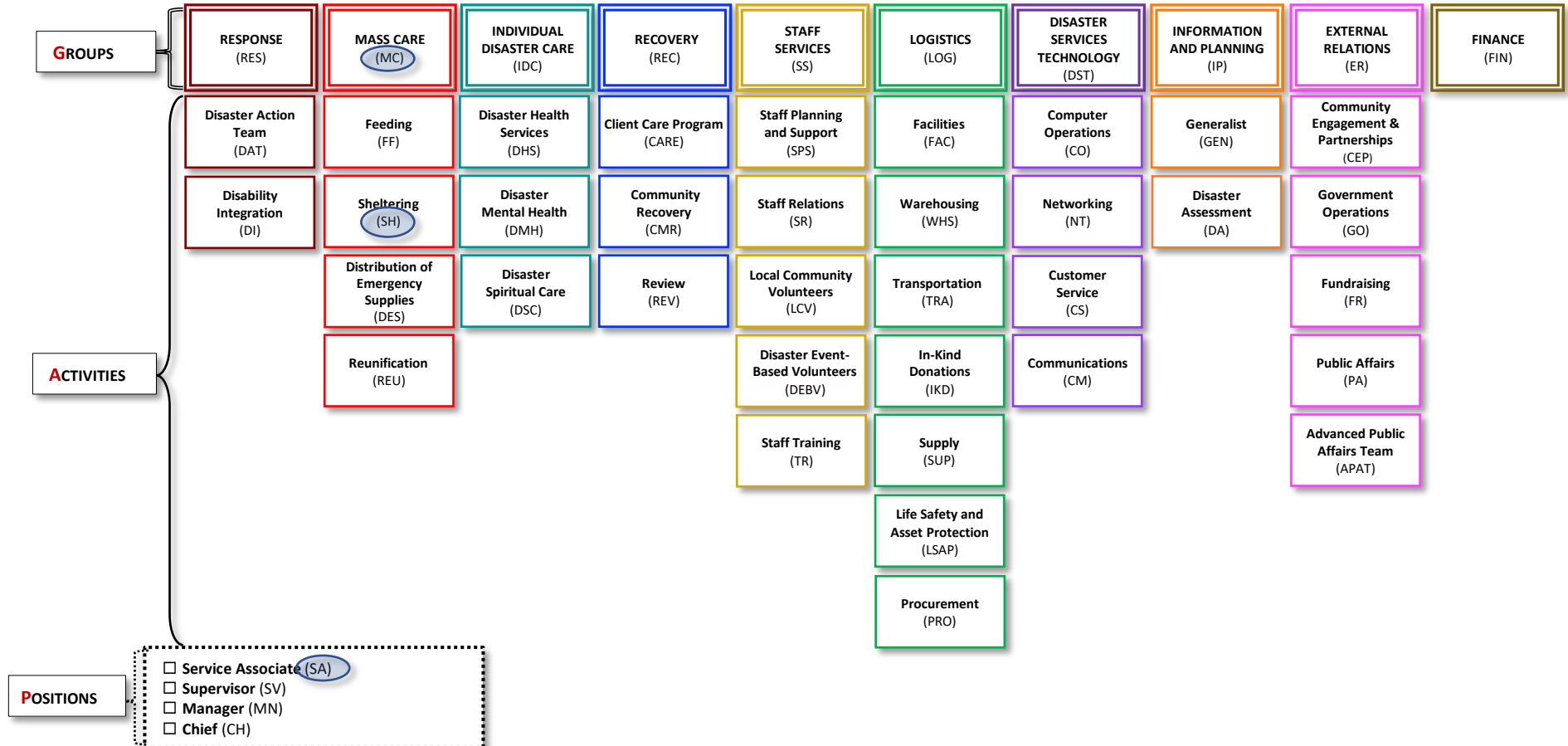
- Ambassador Program Fundamentals (EDGE: [VID](#) 20 min / ILT 1 hr)
- Initiating Staff Services on a DRO Basics (EDGE: [WBT](#) 20 min / ILT 1 hr)

APPENDIX A: GAP Codes

(Rev. 1-21-2021)

GAP Codes combine the abbreviations for **G**roup/**A**ctivity/**P**osition:

Combine **G**roup Code + **A**ctivity Code + **P**osition Code | Example: **M**ass **C**are + **S**heltering + **S**ervice **A**ssociate = **MC/SH/SA**



APPENDIX B: EDGE Resources

Rev 3-5-2021:

The EDGE learning management system (LMS) is the system for all internal staff training, including instructor-led courses, web-based training, and blended learning programs for the American Red Cross.

Volunteers can access EDGE by logging into their Volunteer Connection (VCN) profiles and then either clicking the “Connect to EDGE” link, located in the upper right-hand corner of the screen, or clicking the blue WBT links in this guide. If prompted for a username and password to get into EDGE, enter your VCN credentials. Employees access EDGE by clicking the hyperlinks in Appendix C, or via the RedCross@Work portal on the Exchange. Once in EDGE you can also utilize the search bar and the “Browse for Training” tab for advanced search features.

Further information on using the EDGE system can be found on the [EDGE Job Aid page](#) on the Exchange. Disaster Training course Fact Sheets, course materials and additional course information can be found in the [Disaster Cycle Service Training Index](#) on the Exchange.

Tips for using EDGE

- New EDGE Users are encouraged to complete [“Using EDGE as a Learner”](#). Learners are automatically enrolled in this course and can find it on their Transcript.
- Go to the “Helpful Information” tab on the EDGE toolbar to easily reference solutions to some of the most common issues experienced by learners.
- These [EDGE Training Index](#) contain videos and tips for using EDGE.
- Chrome is the recommended internet browser, however if you have issues with a training, you are encouraged to launch the course in another browser.
- Not all online courses are accessible on iPads or tablets. If a learner experiences an issue on a tablet, they should launch the course on a computer. (Mobile devices are not compatible with all courses.)

Common Issues in EDGE

Solutions to Items 1-3 can be found in the [Correcting Common E-Learning Issues](#) and [Allow Flash in Chrome](#) job aids, available on the [EDGE Job Aid page](#). Make sure you are using the latest version of the job aid.

1. *Adobe Flash*: Flash was removed from internet browsers on January 12, 2021, however learners who completed courses before that date who attempt to launch the old training may still experience flash issues. These issues typically appear as:
 - Course launches as a blank page (sometimes learner may hear audio), or
 - Course is re-launched after being closed and learner is able to click “Resume” but cannot advance beyond current page
2. *Pop-up blocker*: EDGE courses launch in a new window. Depending on the settings, the browser may block the new window, preventing the course from appearing. Look for a pop-up blocker prompt or an “X” in the address bar.
3. *Missing Next/Prev buttons*: All Disaster courses have Next and Prev buttons to advance a course. If a learner is unable to view those, they should adjust the zoom by using the CTRL + and CTRL –, or put the browser into full screen mode (F11).
4. *Course timeout*: Please note, the length of time will vary on how the learner accessed EDGE and which course they are working on. Unfortunately, due to the different data feeds into the system, we do not have an exact time frame as to when a course will time out. A pop-up will appear and notify a learner of an impending timeout. If they click the pop-up immediately, they will be able to continue the course. If they do not, the screen will refresh to one of the following log in pages:
 - Volunteers will view a Volunteer Connection timeout message. They should enter their VCN username and password on the redirect page
 - Employees will view a blank page. They can try to refresh the page. If that does not work, they should log back in through the RedCross@Work portal on The Exchange.

5. *New profiles:* New learners must wait 24 hours after moving from a prospective to a general volunteer in Volunteer Connection before their profile is created in EDGE and they are able to take courses.
6. *Re-launch an "In Progress" course:* If a learner is already enrolled in a course and needs to return to EDGE to complete it, they must click on the "My Training" section on the homepage instead of searching for the course again.
7. *View complete training:* If a learner would like to view a course they have previously completed, they must go to their transcript and switch the view from the "Active" transcript to "Completed", then select "Launch" from the dropdown menu.
8. *Bookmarking EDGE:* it is not possible to bookmark EDGE. If this is done, a learner will receive an error message.

IT Help Desk

- Volunteers and Extended Enterprise (EXT) Users – Contact the Red Cross IT Service Desk. Call (888) 778-7762 OR submit an incident online via the [IT Customer Portal](#) on The Exchange.
- Employees – Contact the Red Cross Service Center. Call (877) 860-7526 Monday through Friday, 9 am-5 pm ET, OR submit a request online using the "Contact Us" link on the Red Cross@Work portal.
- [ARC Password Self-Service](#): Register in advance. Enables you to reset your own password in some ARC systems.

APPENDIX C: Employee EDGE Deeplinks

Revised: 6-24-21

The list below provides a list of all the required and recommended courses in this document, along with deeplinks employees can use to access the training courses. For additional information on the Disaster courses, such as course Fact Sheets, instructor materials, etc. go to the [Disaster Cycle Services Training Index](#) on The Exchange.

A

- Advanced Instructor Fundamentals ([WBT](#) 30 min)
- Ambassador Program Fundamentals ([VID](#) 20 min)

B

- Basic Food Safety (English [WBT](#) 1 hr / Spanish [WBT](#) 2.5 hrs)
- Basic Instructor Fundamentals ([WBT](#) 1.5 hrs / Spanish WBT)
- Basic Instructor Fundamentals for Youth (EDGE: English [WBT](#) / Spanish [WBT](#))
- Basic Instructor Specialty Training ([ILT](#) 8 hrs / Spanish WBT)

C

- CAN Advanced for Long Term Recovery ([WBT](#) 2 hrs / [VILT](#) 3 hrs)
- CAN (Coordinated Assistance Network) Basics (EDGE: English [WBT](#) 2 hrs / Spanish [WBT](#) 2.5 hrs / English and Spanish [VILT](#) 2.5 hrs)
- Care Assistant Fundamentals ([WBT](#) / [ILT](#) 2 hrs)
- Client Care Program Overview ([WBT](#) 20 mins / Spanish [WBT](#) 30 mins)
- Client Care Program: Compliance ([VID](#) 58 mins / [English VILT](#) 1.25 hrs / [Spanish VILT](#) 2 hrs)
- Client Care Program: Conducting Follow-up ([VID](#) 40 mins / [English VILT](#) 45 mins / [Spanish VILT](#) 1.5 hrs)
- Client Care Program: Disaster Client Intake ([WBT](#) 2.25 hrs)
- Client Care Program: Providing Referrals ([VID](#) 42 mins / [English VILT](#) 45 mins / [Spanish VILT](#) 1.5 hrs)
- Client Care Program: Recovery Planning ([VID](#) 42 mins / [English VILT](#) 45 mins, [Spanish VILT](#) 1.5 hrs)
- Collaborating Essentials ([ILT](#) 6 hrs / [VILT](#) 4 hrs)
- Commercial Lodging: An Overview ([VID](#) 18 min / [ILT](#) 1 hr)
- Concept of Operations Basics (English [VID](#) 30 min / Spanish [VID](#) 24 mins / English [ILT/VILT](#) 1 hr / Spanish [ILT/VILT](#) 1 hr)
- Concept of Operations 3.0 Management ([ILT](#) 5 hrs) *Equivalency Option: Concept of Operations Management and Concept of Operations 3.0: What's Changed Webinar*
- Conducting and Documenting Performance Reviews ([ILT](#) 1.5 hrs)

D

- Defensive Driving ([WBT](#) / [ILT](#) 60 min)
- Deployment Fundamentals ([WBT](#) 30 min)
- Detailed Damage Assessment for Disaster Action Team Response Operations ([WBT](#) 30 mins / [Spanish WBT](#) 40 mins)
- Disaster Action Team Fundamentals ([WBT](#) 1 hr 30 min / [ILT/VILT](#) 3.5 hrs)
- Disaster Action Team Management ([WBT](#) 1.5 hrs / [ILT](#) 3 hrs)
- Disaster Assessment Fundamentals v.2 ([WBT](#) 1 hr / [ILT](#) 3.5 hrs)
- Disaster Course Simulation Facilitator Fundamentals ([WBT](#) 45 min / [ILT](#) 45 min / [VILT](#) 45 min)
- Disaster Cycle Services: An Overview (EDGE: English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English and Spanish [ILT/VILT](#) 2 hrs)
- Disaster Event-Based Volunteer Activity Worker Fundamentals ([WBT](#) 3.75 hrs)



- Disaster Fundraising: In-Person DFRAP Training ([ILT](#) 5 hrs)
- Disaster Health Services Fundamentals 1 ([WBT](#) 90 min)
- Disaster Health Services Fundamentals 2 ([WBT](#) 90 min)
- Disaster Health Services Simulation ([ILT](#) 3.5 hrs / [VILT](#) 1.5 hrs)
- Disaster Mental Health Essentials ([WBT](#) 45 min)
- Disaster Mental Health Fundamentals Part 1 ([WBT](#) 1.5 hrs / [ILT](#) 3 hrs)
- Disaster Mental Health Fundamentals Part 2 ([ILT/VILT](#) 2.5 hrs)
- Disaster Mental Health Management ([VILT](#) 3 two-hour webinars)
- Disaster Program Management Fundamentals ([ILT](#) 2.5 days)
- Disaster Public Affairs Management ([ILT](#) / [VILT](#) 4 hrs)
- Disaster Public Affairs – Media Relations ([ILT](#) / [VILT](#) 2 hrs)
- Disaster Public Affairs – Visual Storytelling ([ILT](#) / [VILT](#) 2 hrs)
- Disaster Public Affairs – Writing for Red Cross ([ILT](#) / [VILT](#) 2 hrs)
- Disaster Public Affairs For National Relief Operations ([ILT](#) 5 hrs)
- Disaster Public Affairs Management ([ILT](#) / [VILT](#) 4 hrs)
- Disaster Relief Operations (DRO) Planning Fundamentals ([VILT](#) 6 hrs)
- Disaster Response Management Simulation ([ILT](#) 13 hrs)
- Disaster Services Technology Communications Workshop ([VID](#) 57 mins)
- Disaster Services Technology Computer Operations Workshop ([VID](#) 51 mins)
- Disaster Services Technology Customer Service Workshop ([VID](#) 1 hr)
- Disaster Services Technology Information Management System ([VID](#) 1.75 hrs)
- Disaster Services Technology Networking Workshop ([VID](#) 1.25 hrs)
- Disaster Services Technology Overview Workshop ([WBT](#) 2 hrs)
- Disaster Services Technology Hands on Equipment Training ([ILT](#) 3 days)
- Disaster Services Technology: The First 48 Hours of a DRO ([VID](#) 1 hr)
- Disaster Spiritual Care: Introduction ([WBT](#) 45 min)
- Disaster Spiritual Care Fundamentals ([ILT](#) 4.5 hrs / [VILT](#) 3 hrs)
- Disaster Transportation Tool Fundamentals ([WBT](#) 45 min)
- Document Review with RC Care ([VID](#) 35 mins / English [VILT](#) 45 mins / Spanish [VILT](#) 1.5 hrs)
- Distribution of Emergency Supplies Fundamentals ([WBT](#) 26 mins)

E

- Effective Onboarding and Training ([ILT](#) 1.5 hrs)
- ERVs: Ready, Set, Roll ([ILT](#) 3 hrs + road test)
- Event Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol ([VID](#) 17 min)
- Everyone is Welcome ([WBT](#) 45 min / English [ILT/VILT](#) 1 hr / Spanish [ILT/VILT](#) 1 hr)

F

- Facilitative Leadership for Mobilizing the Community ([ILT](#) / [VILT](#) 7.5 hrs)
- Facilities Management Fundamentals ([WBT](#) 1 hr)
- Facilities Management Fundamentals Simulation ([ILT](#) 3.5 hrs / [VILT](#) 1-3 hrs)
- Feeding Activity Introduction ([VID](#)* 30 min / [ILT](#) 2 hrs) *must take ILT version to receive credit for this course
- Feeding Fundamentals v2 (English [WBT](#) 1 hr / Spanish [WBT](#) 1.5 hrs / English [ILT/VILT](#) 1.5 hrs / Spanish [ILT/VILT](#) 2 hrs)
- Feeding Manager Operations ([WBT](#) 1 hr)

G

- Government Operations Fundamentals ([ILT](#) 6.5 hrs / [VILT](#) 5 hrs)



- Government Operations Center Liaison Fundamentals ([WBT](#) 45 min)

H

- HQ Sheltering Manager and District Sheltering Coordinator ([VILT](#) 4.5 hrs)

I

- ICS 300: Intermediate Incident Command System for Expanding Incidents ([FEMA](#) ILT 3 days)
- ICS 400: Advanced Incident Command System for Command and General Staff – Complex Incidents ([FEMA](#) ILT 2 days)
- Incident Reporting Fundamentals ([WBT](#) 1 hr)
- In-Kind Donations on Disaster Relief Operations Fundamentals (EDGE: [WBT](#) 45 min / [ILT](#) 3 hrs)
- Initiating Staff Services on a DRO Basics ([WBT](#) 20 min / [ILT](#) 1 hr)
- Integrated Care Condolence Team Fundamentals ([ILT](#) 4 hrs / [VILT](#) 3 hrs)
- IS-29 Public Information Officer Awareness ([FEMA](#) WBT 7 hrs)
- IS-100 Introduction to the Incident Command System ([FEMA](#) WBT 2 hrs)
- IS-120 An Introduction to Exercises ([FEMA](#) WBT 5 hrs)
- IS-200 Basic Incident Command System for Initial Response ([FEMA](#) WBT 4 hrs)
- IS-201 Forms Used for the Development of the Incident Action Plan ([FEMA](#) WBT 2 hrs)
- IS-230 Fundamentals of Emergency Management ([FEMA](#) WBT 6 hrs)
- IS-235 Emergency Planning ([FEMA](#) WBT 5 hrs)
- IS-240 Leadership and Influence ([FEMA](#) WBT 3 hrs)
- IS-241 Decision Making and Problem Solving ([FEMA](#) WBT 2 hrs)
- IS-242 Effective Communication ([FEMA](#) WBT 8 hrs)
- IS-244 Developing and Managing Volunteers ([FEMA](#) WBT 4 hrs)
- IS-288 The Role of Voluntary Agencies in Emergency Management ([FEMA](#) WBT 1 hr)
- IS-368 Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations ([FEMA](#) WBT 2 hrs)
- IS-405 Mass Care/Emergency Assistance Overview ([FEMA](#) WBT 1 hr)
- IS-650 Building Partnerships with Tribal Governments ([FEMA](#) WBT 2 hrs)
- IS-700 An Introduction to the National Information Management Systems ([FEMA](#) WBT 3.5 hrs)
- IS-800 National Response Framework, An Introduction ([FEMA](#) WBT 3 hrs)
- IS-2200 Basic Emergency Operations Center Functions ([FEMA](#) WBT 4 hrs)
- IS-2900 National Disaster Recovery Framework (NDRF) ([FEMA](#) WBT 3 hrs)

K

- Kitchen Site Management ([ILT](#) 3 hrs / [WBT](#) 1 hr)
- Kitchen Site Management Simulation ([ILT](#) 3.5 hrs [VILT](#) 4 hrs)

L

- Logistics: An Overview ([ILT](#) / [VILT](#) 3 hrs)
- Logistics Management ([ILT](#) 8 hrs / [VILT](#) 6 hrs)

M

- Mass Care: An Overview ([WBT](#) 30 min / [ILT](#) 3.5 hrs)
- Mass Care Management ([ILT](#) / [VILT](#) 8 hrs)
- Mass Casualty Incident Response Basics ([WBT](#) 1.25 hrs)
- Mass Casualty Incident Response Management ([ILT](#) 4 hrs [VILT](#) 2.75 hrs)
- Mass Casualty Incident Response Management Simulation ([ILT](#) 4 hrs)

- Mission Cards – Cardholder Overview (English [VID](#) 14 min / Spanish [VID](#) 16 min / English [ILT](#) and Spanish [ILT](#) 1 hour)
- Mobilize the Community Overview ([WBT](#) 25 min)
- Multi-Agency Resource Center Basics ([WBT](#) 45 min)

O

- Operating a Shelter Checklist Training ([WBT](#) 47 min)

P

- Partner Engagement Essentials ([WBT](#) 30 mins)
- Performance Evaluation Preparation for Supervisors ([VID](#) 20 min / [ILT](#) 1 hr)
- Powered Industrial Truck Operator ([Blended VID/ILT](#) 2 hrs)
- Providing and Documenting Individual Disaster Services with RC Care (EDGE: English and Spanish [VILT](#) 2.5 hrs)
- Psychological First Aid: Helping Others in Times of Stress ([WBT](#) 1 hrs / [Spanish WBT](#) 1.25 hrs / [ILT](#) 4.5 hrs / [English VILT](#) & [Spanish VILT](#) 3 hrs)
- Public Affairs Essentials ([WBT](#) 30 min)

R

- RC Collect: DDA Data Management ([VID](#) 18 min)
- RC Collect: Detailed Damage Assessment Video for DA Workers ([VID](#) 20 min)
- RC Collect: Setting Favorite Answers ([VID](#) 8 min)
- RC Respond Overview (EDGE: [VID](#) 25 mins / [VILT](#) 1 hr)
- RC Respond: General User (EDGE: [VID](#) 38 mins / [VILT](#) 1 hr)
- RC View Mapping: Beginner RC View Operations ([WBT](#) 5 hrs).
- RC View Mapping: Getting to Know RC View ([WBT](#) 2.5 hrs)
- RC View Mapping: Intermediate Concepts ([WBT](#) 2 hrs 20 mins)
- RC View Mapping: Intermediate Geospatial Information ([WBT](#) 1 hr 35 mins)
- RC View National Shelter System Basic (EDGE: [WBT](#) 1 hr / [VILT](#) 2 hrs)
- RC View National Shelter System Leadership ([VILT](#) 2 hrs)
- RC View National Shelter System Logistics Facilities Management ([VILT](#) 2 hrs)
- RC View National Shelter System Shelter Manager and Coordinator ([VILT](#) 1 hr)
- RC View National Shelter System Surveyor ([VILT](#) 3 hrs)
- Relationship Management Skills ([ILT](#) 3.5 hrs)
- Reunification Fundamentals ([WBT](#) 1 hr)

S

- Serving Shelter Clients During COVID-19 (EDGE: [VID](#) 31 mins / [VILT](#) 1 hr) *OR equivalent COVID-19 Shelter Assignments (retired) and Sheltering in a COVID Environment (retired)*
- Shelter Fundamentals V2 ([English WBT](#) 1 hr / [Spanish WBT](#) 1.25 hrs / [English ILT](#) 1.5 hrs / [Spanish ILT/VILT](#) 2 hrs)
- Shelter Manager (EDGE: [VILT](#) 6 hrs)
- Shelter Operations Simulation (EDGE: [ILT](#) 6 hrs)
- Shelter Resident Transition for those working in a Shelter ([VID](#) 11 mins)
- Shelter Resident Transition with RC Care: (EDGE: [VID](#) 1.25 hrs / [English VILT](#) 1.5 hrs / [Spanish VILT](#) 2.5 hrs)
- Shelter Supervisor ([WBT](#) 2.25 hrs / [English VILT](#) 2.5 hrs / [Spanish VILT](#) 4 hrs) *OR equivalent Shelter Management (retired)*



- Staff Services Fundamentals ([ILT](#) 8 hrs / [VILT](#) 6 hrs)
- Staff Services Management ([ILT](#) 8hrs / [VILT](#) 6.5 hrs)
- Staff Wellness Fundamentals ([ILT](#) / [VILT](#) 1.5 hrs)
- Supervising the Disaster Workforce ([ILT](#) 8 hrs / [VILT](#) 6 hrs)
- Supervising Workers for 2020 Disaster Responses ([WBT](#) 1 hr)
- Supply Fundamentals ([ILT](#) 6 hrs / [VILT](#) 2.5 hrs)
- Supporting Volunteers and Managing Teams ([ILT](#) 3.5 hrs)

T

- Transportation Fundamentals ([ILT](#) 2.5 hrs / [VILT](#) 2.75 hrs)
- Transportation Management ([ILT](#) 2.5 hrs / [VILT](#) 2.75 hrs)

U

- Using EDGE as a Learner ([WBT](#) 15 min)

V

- Virtual Instructor Specialty Training (English and Spanish [VILT](#) 3.5 hrs)
- Volunteer Connection Disaster Management Fundamentals ([WBT](#) 1.75 hrs)
- Volunteer Workforce Complaint Representative Certification ([VILT](#) 5.5 hrs)

W

- Warehousing Fundamentals ([WBT](#) 45 mins / [ILT](#) 3 hrs)

APPENDIX D: Primary Disaster Cycle Services (DCS) Systems

Volunteer Connection (VCN)	The American Red Cross volunteer management system. Enter volunteer hours, update deployment availability, access local documents and contact information for other regional volunteers.
The Exchange	The American Red Cross intranet. Access the latest national documents, doctrine, standards and procedures, and national news. Volunteers access The Exchange through Volunteer Connection.
EDGE	The American Red Cross learning management system (LMS). Enroll in online and instructor-led trainings to complete GAPS, and view your transcript of completions. Volunteers access EDGE through Volunteer Connection.
DCSOps	The local dispatch system. Used for DATs to sign-up for on-call shifts and dispatchers to recruit and coordinate DATs during the response phase of a local disaster.
RC Care	RC Care is the new Red Cross system for client relationship management. The system reimagines how we operate and serve our Disaster Cycle Services and Service to the Armed Forces clients. With RC Care, our clients' records will be in a single database where all the services and interactions they have with the Red Cross will be connected. RC Care is built on the Salesforce platform and will replace the CAS and CAN systems currently used by Disaster Cycle Services. For in depth information about RC Care, see the RC Care Toolkit on The Exchange (log into Volunteer Connection before clicking the link).

APPENDIX E: Revision Log – calendar year 2020 and 2021

6-24-21:

- Psychological First Aid: Helping Others in Times of Stress – adjusted English WBT length to 1 hr and added Spanish WBT
- IDC/DHS/SA: Required: removed Shelter Resident Transition with RC Care from required.
- Added position description information that was previously not published for IP/DA/MN.

5-24-21:

- IDC/DSC/SA: Required: removed RC Care training. Notated RC Care User Role as recommended. Recommended: added RC Care training, plus Disaster Action Team Fundamentals and Integrated Care Condolence Team Fundamentals
- IDC/DSC/SV: Required: added added RC Care training, Mass Casualty Incident Response Basics, Integrated Care Condolence Team Fundamentals, Basic Instructor Fundamentals, Basic Instructor Specialty Training. Recommended: added Virtual Instructor Specialty Training, Advanced Instructor Fundamentals.
- IDC/DSC/MN: Required: added Mass Casualty Incident Response Management, Mass Casualty Incident Response Management Simulation. Removed Integrated Care Condolence Team Fundamentals. Recommended: added Virtual Instructor Specialty Training, Advanced Instructor Fundamentals, Multi-Agency Resource Center Basics, Collaborating Essentials, Supporting Volunteers and Managing Teams, Effective Onboarding and Training
- OM/GEN/SV: Required: removed Feeding Fundamentals v2, RC View National Shelter System Basic, RC View National Shelter System Leadership. Recommended: added RC View National Shelter System Basic, Client Care Program Overview
- OM/GEN/MN: Required: added Client Care Program Overview, RC View Mapping: Getting to Know RC View, Disaster Relief Operations (DRO) Planning Fundamentals. Removed Mass Care Management, IS-100 Introduction to Incident Command System, ICS 100, IS-200 Basic Incident Command System for Initial Response, IS-230 Fundamentals of Emergency Management. Recommended: added RC View National Shelter System Basic, Shelter Resident Transition with RC Care, IS-100 Introduction to Incident Command System, ICS 100, IS-200 Basic Incident Command System for Initial Response, IS-230 Fundamentals of Emergency Management.
- OM/OPS/AD: Required: added Feeding Fundamentals v2, Mass Casualty Incident Response Basics, Mass Care Management. Removed Disaster Spiritual Care: Introduction, Disaster Health Services Fundamentals 2, Reunification Fundamentals, Mass Casualty Incident Response Management, IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers. Recommended: added Disaster Spiritual Care: Introduction, In-Kind Donations on Disaster Relief Operations Fundamentals, RC View National Shelter System Basic, Shelter Resident Transition with RC Care, IS-100 Introduction to Incident Command System, ICS 100, IS- 200 Basic Incident Command System for Initial Response, IS-230 Fundamentals of Emergency Management. IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers. Removed Supporting Volunteers and Managing Teams
- OM/LOG/AD: Required: added: Logistics Management, Facilities Management Fundamentals, Supply Fundamentals, Removed Facilitative Leadership Skills for Mobilizing the Community, Staff Services Fundamentals, Volunteer Connection Disaster Management Fundamentals. Removed Commercial Lodging: An Overview, IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers. Recommended: added Facilitative Leadership Skills for Mobilizing the Community, RC View National Shelter System Basic, Shelter Resident Transition with RC Care, Supporting Volunteers and Managing Teams, IS-100 Introduction to Incident Command System, ICS 100, IS-200 Basic Incident Command System for Initial Response, IS-230 Fundamentals of Emergency Management, IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers.
- OM/IP/AD: Required: removed Facilitative Leadership Skills for Mobilizing the Community, IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers. Recommended: added Facilitative Leadership Skills

for Mobilizing the Community, RC View National Shelter System Basic, Shelter Resident Transition with RC Care, IS-100 Introduction to Incident Command System, ICS 100, IS-200 Basic Incident Command System for Initial Response, IS-230 Fundamentals of Emergency Management, IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers. Removed RC View Mapping: Getting to Know RC View, RC View Mapping: Beginner RC View Operations, RC View Mapping: Intermediate Concepts, RC View Mapping: Intermediate Geospatial Information, IS-201 ICS Forms and the Planning “P”.

- OM/ER/AD: Required: removed Partner Engagement Essentials, IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers. Recommended: added In-Kind Donations on Disaster Relief Operations Fundamentals, RC View National Shelter System Basic, Shelter Resident Transition with RC Care, IS-100 Introduction to Incident Command System, ICS 100, IS-200 Basic Incident Command System for Initial Response, IS-230 Fundamentals of Emergency Management, IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers.
- OM/WF/AD: Required: added All required Operations Management/Generalist/Manager training, Ambassador Program Fundamentals, Commercial Lodging: An Overview, Volunteer Connection Disaster Management Fundamentals. Removed Facilitative Leadership Skills for Mobilizing the Community, IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers. Recommended: added Facilitative Leadership Skills for Mobilizing the Community, RC View National Shelter System Basic, Shelter Resident Transition with RC Care, ICS 100, IS-200 Basic Incident Command System for Initial Response, IS-230 Fundamentals of Emergency Management, IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers. Removed: Ambassador Program Fundamentals, Commercial Lodging: An Overview, Volunteer Connection Disaster Management Fundamentals, Psychological First Aid: Helping Others in Times of Stress, Staff Services Management.
- OM/FIN/AD: Required: removed reference to OM/GEN/MN training. Added Disaster Cycle Services: An Overview, Mass Care: An Overview, Mission Cards – Cardholder Overview, Concept of Operations Basics, Deployment Fundamentals, Shelter Fundamentals v2, Feeding Fundamentals v2, Client Care Program Overview, Logistics: An Overview, Disaster Assessment Fundamentals v2, RC View Mapping: Getting to Know RC View, Disaster Relief Operations Planning Fundamentals, Disaster Response Management Simulation, RC View National Shelter System Basic, RC View National Shelter System Leadership, Supervising the Disaster Workforce, Concept of Operations 3.0 Management. Recommended: added Everyone is Welcome, Psychological First Aid: Helping Others in Times of Stress, Public Affairs Essentials, Incident Reporting Fundamentals, Commercial Lodging: An Overview, In-Kind Donations on Disaster Relief Operations Fundamentals, Partner Engagement Essentials, Collaborating Essentials, Shelter Resident Transition with RC Care, IS-100 Introduction to Incident Command System, ICS 100, IS-200 Basic Incident Command System for Initial Response, IS-700 An Introduction to the National Incident Management System, IS-800 National Response Framework, an Introduction.
- OM//DD: Required: added Disaster Mental Health: Introduction, Facilitative Leadership Skills for Mobilizing the Community, Mass Casualty Incident Response Basics. Removed Partner Engagement Essentials Recommended: added RC View National Shelter System Basic, Shelter Resident Transition with RC Care, In-Kind Donations on Disaster Relief Operations Fundamentals, ICS 100, IS-200 Basic Incident Command System for Initial Response, IS-230 Fundamentals of Emergency Management, IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers.
- OM//DIR: Recommended: added Disaster Spiritual Care: Introduction, RC View National Shelter System Basic, Shelter Resident Transition with RC Care, In-Kind Donations on Disaster Relief Operations Fundamentals IS-100 Introduction to Incident Command System, ICS 100, IS-200 Basic Incident Command System for Initial Response, IS-230 Fundamentals of Emergency Management, IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers

- OM//RCCO: Recommended: added Disaster Spiritual Care: Introduction, RC View National Shelter System Basic, Shelter Resident Transition with RC Care, In-Kind Donations on Disaster Relief Operations Fundamentals IS-100 Introduction to Incident Command System, ICS 100, IS-200 Basic Incident Command System for Initial Response, IS-230 Fundamentals of Emergency Management, IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers. Removed: Supporting Volunteers and Managing Teams.
- OM//COS: Recommended: added Disaster Spiritual Care: Introduction, RC View National Shelter System Basic, Shelter Resident Transition with RC Care, In-Kind Donations on Disaster Relief Operations Fundamentals IS-100 Introduction to Incident Command System, ICS 100, IS-200 Basic Incident Command System for Initial Response, IS-230 Fundamentals of Emergency Management, IS-235 Emergency Planning, IS-240 Leadership and Influence, IS-241 Decision Making and Problem Solving, IS-242 Effective Communication, IS-244 Developing and Managing Volunteers
- OM//EOL: Added training requirements.
- RC Respond: General User: added video link and removed “Training” from title
- RC View Mapping: Getting to Know RC View, Disaster Training Index and Employee Deeplinks – updated deeplink
- RC View Mapping: Beginner RC View Operations – updated deeplink
- Staff Services Management: Added VILT information
- Facilities Management Fundamentals Simulation: added VILT information
- Kitchen Site Management Simulation: added VILT information
- RC View National Shelter System Basic: added web based course info, changed VILT time to 1 hr
- Client Care Program Overview – adjusted course length to 20 mins and added Spanish WBT info
- Detailed Damage Assessment for Disaster Action Team Response Operations – added Spanish WBT info
- Added position description information that was previously not published for OM/WF/AD, REC//CH, REC/REV/SA, REC/CMR/MN

4-28-21:

- Updated Activity descriptions recently revised by NHQ on pages 9-11.
- REC//CH: Removed Public Affairs Essentials from Recommended.
- MC/SH/MN and Employee Deeplinks: Updated Shelter Manager/Coordinator course name and length to HQ Sheltering Manager and District Sheltering Coordinator (4.5 hrs)
- MC/SH/MN: Updated RC View National Shelter System Shelter Manager and Coordinator course name to RC View National Shelter System Manager/Coordinator
- IDC/DSC/SA: Added Required: Psychological First Aid: Helping Others in Times of Stress
- REC/CMR/MN: Removed reference to CARE in first bullet “All required Recovery/Community Recover/Supervisor training
- IDC/DSC/MN, IDC/DMH/MN, REC/CARE/MN, REC/CMR/MN, ER/CEP/SV, ER/GO/MN, OM/GEN/MN, OM/OPS/AD, OM/LOG/AD, OM/IP/AD, OM/ER/AD, OM/WF/AD, and Employee Deeplinks: Updated name of Facilitative Leadership for Mobilizing the Community – removed “Skills” from the name and added VILT information.
- RES/DAT/SA: Required: added RC Respond Overview and RC Respond: General User Training. Moved Mass Care: An Overview from Required to Recommended.
- RES/DAT/SV: Added Required Mass Care an Overview
- RES/DAT/MN: Recommended: Added Concept of Operations 3.0 Management

3-22-21:

- SH/SA, SH/SV, DHS/SA, DHS/SV: Removed note about Seasonal Readiness Campaign Training
- IP/ID/AD: Removed Disaster Assessment Fundamentals V2 from Required training.
- IDC/DHS/SA, IDC/DSC/SA, IDC/DMH/SA, REC/CARE/MN, REC//CH, Employee Deeplinks: Providing and Documenting Individual Disaster Care Services with RC Care – updated video length to 2.25 hrs
- IDC/DSH/AC: Additional Recommended Training for Pharmacists: added Client Care Program Overview, Providing and Documenting Individual Disaster Care Services with RC Care

- IP/DA/SV, IP/DA/MN, OM/IP/AD, Employee Deeplinks: Recommended – added RC View Mapping: Intermediate Concepts, RC View Mapping: Intermediate Geospatial Information. Updated course deeplink and length: RC View Mapping: Getting to Know RC View, 2.5 hrs. RC View Mapping: Beginner RC View Operations, 5 hrs.
- IDC/DHS/SA: Required: added Disaster Cycle Services: An Overview, Concept of Operations Basics, Deployment Fundamentals, Mission Cards – Cardholder Overview, Psychological First Aid: Helping Others in Times of Stress, Disaster Health Services Fundamentals 1, Disaster Health Services Simulation. Removed Shelter Fundamentals v2. Recommended: added Reunification Fundamentals, Shelter Fundamentals v2, Staff Wellness Fundamentals, Disaster Action Team Fundamentals, Supervising the Disaster Workforce, Integrated Care Condolence Team Fundamentals, Mass Casualty Incident Response Basics.
- IDC/DSH/SV: Required: added Reunification Fundamentals, Shelter Fundamentals v2, Staff Wellness Fundamentals, Integrated Care Condolence Team Fundamentals, Mass Casualty Incident Response Basics, Supervising the Disaster Workforce, Concept of Operations 3.0 Management. Removed Everyone is Welcome, Disaster Health Services Fundamentals 1, Disaster Health Services Fundamentals 2, Shelter Fundamentals v2, Serving Shelter Clients During COVID-19, Supervising Workers for 2020 Disaster Responses, Deployment Fundamentals, Mission Cards – Cardholder Overview, Detailed Damage Assessment for Disaster Action Team Response Operations. Recommended: added Mass Care: An Overview, Performance Evaluation Preparation for Supervisors, recommended training for those interest in being Disaster Health Services Simulation instructors.
- IDC/DHS/MN: Required: removed Basic Instructor Fundamentals, Basic Instructor Specialty Training, Disaster Course Simulation Facilitator Fundamentals. Recommended: added recommended training for those interest in being Disaster Health Services Simulation instructors. Removed Care Assistant Fundamentals, Multi-Agency Resource Center Basics.
- IDC/DHS/CH: Recommended – Removed Multi-Agency Resource Center Basics.
- Updated WBT link for Disaster Action Team Fundamentals
- MC/DES/SA: Required: added Distribution of Emergency Supplies Fundamentals
- Multiple GAPS: Updated WBT link for Psychological First Aid.
- All SV GAPS: Retired equivalent Concept of Operations 3.0 Management training. (Concept of Operations Management and ConOps 3.0: What’s Changed Webinar). This course served as equivalency training for learners who had previously attended the Concept of Operations Management course and desired credit for the Concept of Operations 3.0 Management course. Anyone who has already taken this course will keep the credit, but going forward, all new learners need to take the full Concept of Operations 3.0 Management course to receive credit. Contact the [Disaster Training](#) team with any questions.

3-6-21:

- Updated Simplified GAP chart per NHQ 2-28-2021 version (LOG/SUP was missing previously)
- Staff Services Fundamentals Fact Sheet link updated
- Revision Log changes prior to 2020 removed.
- Added updated wording for Concept of Operations 3.0 Management Equivalency Option
- Removed Bulk Distribution Fundamentals and Bulk Distribution Operations from MC/DES/SA, MC/CH, OM/GEN/MN, ER/CEP/SV, DCS Training Index and Employee Deeplinks Appendix.
- Removed COVID-19 Shelter Assignments and Sheltering in a COVID Environment from COVID-19 GAPS MC/SH/SA + Trainee, MC/SH/SV + Trainee, IDC/DHS/SA + Trainee, IDC/DHS/SV + Trainee, Employee Deeplinks
- Removed Disaster Operations Form Control: 5266 Fundamentals from MC/DES/MN, MC/REU/MN, MC/CH, LOG/IKD/MN, LOG/CH, DST/GEN/MN, IP/FSI/SA, IP/GEN/MN, ER/CEP/SV, ER/GO/MN, ER/PA/MN, OM/GEN/MN, MC/FF/MN, MC/SH/MN, ER/GO/SV, DCS Training Index and Employee Deeplinks Appendix.
- Added Spanish VILT for Client Care Program: Compliance, Client Care Program: Conducting Follow-up, Client Care Program: Providing Referrals, Client Care Program: Document Review with RC Care, Providing and Documenting Individual Disaster Care Services with RC Care and Shelter Resident Transition with RC Care.
- Updated RC View National Shelter System Logistics to RC View National Shelter System Logistics Facilities Management. Added course to DCS Training Index.
- Removed Social Basics from ER/PA/SA and RES/DAT/SA

- Public Affairs Essentials: Updated course length to 30 mins.
- Disaster Mental Health Fundamentals Part 1 WBT course length updated to 1.5 hrs.
- The Disability Integration Activity and Positions have been moved from the IDC Group to the RES Group.
- These positions were removed: IP/FSI/All Positions, IP/ID/All Positions, IP/SU/All Positions
- The IP/GEN/SV position was added but Training Requirements have not yet been published.
- Updated Care Assistant Fundamentals from Blended to WBT
- Updated EDGE Web Based Training (WBT) links for Advanced Instructor Fundamentals; Basic Instructor Fundamentals, Care Assistant Fundamentals, Disaster Course Simulation Facilitation Fundamentals, Disaster Health Services Fundamentals 1, Disaster Health Services Fundamentals 2, Disaster Mental Health Fundamentals, Disaster Spiritual Care: Introduction, Facilities Management Fundamentals, Feeding Fundamentals v2, Government Operations Center Liaison Fundamentals, Kitchen Site Management, Mass Casualty Incident Response Basics, Mobilize the Community: An Overview, Multi-Agency Resource Center Basics, Partner Engagement Essentials, Psychological First Aid: Helping Others in Times of Stress, Public Affairs Essentials, Reunification Fundamentals, and Volunteer Connection Disaster Management Fundamentals.
- Removed COVID-19 Trainee positions
- MC/SH/SA: Required: added Disaster Cycle Services: An Overview and Serving Shelter Clients During COVID-19. Recommended: added Basic Food Safety, Mass Care: An Overview, Psychological First Aid, Shelter Resident Transition for Those Working in a Shelter. Removed: reference to COVID-19/Seasonal Readiness Campaign
- MC/SH/SV: Required: Added Supervising the Disaster Workforce, Basic Food Safety, Psychological First Aid, Shelter Resident Transition for Those Working in a Shelter. Recommended: added Mass Care: An Overview, Concept of Operations Basics, RC View: NSS Basics, RC View NSS Shelter Manager. Removed: Everyone is Welcome, Shelter Fundamentals v2, Serving Shelter Clients During COVID-19.
- MC/SH/MN: Required: added Feeding Activity Introduction, Concept of Operations Basics, Incident Reporting Fundamentals, Shelter Manager RC View: NSS Basics, RC View NSS Shelter Manager, RC View NSS Sheltering Manager/Coordinator. Removed Disaster Cycle Services: An Overview, Mass Care: An Overview, Basic Food Safety, Feeding Fundamentals v2, Mass Care Management. Recommended: added Collaborating Essentials, Disaster Relief Operations (DRO) Planning Fundamentals. Removed: Psychological First Aid: Helping Others in Times of Stress, Care Assistant Fundamentals, Public Affairs Essentials, RC View National Shelter System Leadership
- Common Issues In EDGE: Updated guidance regarding Adobe Flash.
- LOG/SUP/SA: Moved Supply Fundamentals from LOG/SUP/SV to LOG/SUP/SA.

1-22-21:

- REC/CARE/SA: Removed Providing and Documenting Individual Disaster Care Services with RC Care and Regional Recovery Follow up Fundamentals (They were listed in error).
- Renamed *Feeding Lead Operations* to *Feeding Manager Operations* and updated deeplink in related GAPs, the Disaster Training Index and Employee Deeplinks.
- Updated the Response Operations GAP (Group/Activity/Position) Chart and Definitions and APPENDIX A: GAP Codes per new simplified GAP Chart in the Engage Volunteers and Employees Toolkit on the Exchange. Note: Although the Disability Integration Activity is moving from Individual Disaster Care to Response, the RES/DI GAPs are not yet available to be assigned to responder profiles in Volunteer Connection yet so the DI GAPs will be moved to the Response section of this document at a later date.

12-31-20:

- IDC/DI/SA, OM/WF/AD, OM/GEN/SV, Employee Deeplinks: Added to Required - RC View National Shelter Basic
- IDC/DHS/CH, LOG/FAC/SA, LOG/FAC/SV, LOG/FAC/MN, ER/PA/CH, ER/GO/MN: Added to Recommended – RC View National Shelter Basic
- IDC/DI/SA, Employee Deeplinks: Added to Required – RC View National Shelter System Surveyor
- LOG/FAC/SA, LOG/FAC/SV, LOG/FAC/MN and Employee Deeplinks: Added to Recommended – RC View National Shelter System Logistics
- OM/GEN/SV and Employee Deeplinks: Added to Required - RC View National Shelter System Leadership



- MC/SH/MN, MC/CH, LOG/FAC/MN, IP/GEN/MN, ER/PA/CH, ER/GO/MN, Employee Deeplinks: Added to Recommended - RC View National Shelter System Leadership
- Updated Partner Engagement Essentials course length to 30 mins.
- Event-Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol - Changed delivery type from WBT to VID.
- DST/All Activities/SA and SV and OM/LOG/AD: Updated DST Training references to include retired VILTs.
- REC, IDC, OM, IP, ER Groups, DCS Training Index and Employee Deeplinks: Removed Recover courses: CAS 2.0: Managing Events, CAS 2.0: Official Damage Assessments, CAS 2.0: Reporting, CAS for Disaster Health Services and Disaster Mental Health Services Teams, CAS for Recovery DRO Level 3, CAS for Recovery Fundamentals, CAS Referral Resources for Clients, CAS: Your CAS Account, Casework and Recovery Planning Management, Recovery Fundamentals, Recovery Services: An Overview
- All REC, DMH, DHS positions: Removed CAS 2.0 account requirement reference and added required RC Care role.
- IDC/DSC/SA: Added: Client Care Program Overview, Client Care Program: Disaster Client Intake, Providing and Documenting Individual Disaster Care Services with RC Care, Client Care Program: Conducting Follow-up, Client Care Program: Providing Referrals, Shelter Resident Transition with RC Care. Removed: Psychological First Aid: Helping Others in Times of Stress
- IDC/DSC/SV: Added: Performance Evaluation Preparation for Supervisors Removed: Recovery Services: An Overview and Recommended: Partner Engagement Essentials, Collaborating Essentials
- IDC/DSC/MN: Removed: Disaster Operations Control: Form 5266 Fundamentals, Supporting Volunteers and Managing Teams
- REC/GEN/SA, REC/SYS/SV, REC/SYS/MN: Removed positions.
- REC/CMR/SV, REC/CMR/MN, REC/REV/SA: Added as new GAPS
- REC/CARE/SA: Converted Casework and Recovery Planning to Client Care Program. Added: Everyone is Welcome, Client Care Program Overview, Detailed Damage Assessment for Disaster Action Team Response Operations, Client Care Program: Disaster Client Intake, Client Care Program: Conducting Follow-up, Client Care Program: Recovery Planning, Client Care Program: Providing Referrals, Shelter Resident Transition with RC Care, Recommended: Psychological First Aid: Helping Others in Times of Stress
- REC/CARE/SV: Converted Casework and Recovery Planning to Client Care Program. Added: Required: Partner Engagement Essentials, Psychological First Aid: Helping Others in Times of Stress, Document Review with RC Care (ID /Address Reviewer). Recommended: Collaborating Essentials, Multi-Agency Resource Center Basics, IS-2900 National Disaster Recovery Framework (NDRF)
- REC/CARE/MN: Converted Casework and Recovery Planning to Client Care Program. Added: Shelter Resident Transition Caseworker Specialty Track, CAN Basics, Document Review with RC Care, IS-2900 National Disaster Recovery Framework (NDRF) Removed: Disaster Operations Control: Form 5266 Fundamentals. Recommended: Disaster Response Management Simulation, CAN Advanced for Long Term Recovery, Providing and Documenting Individual Disaster Care Services with RC Care, Client Care Program: Compliance
- REC//CH: Added: Required: All required for Recover/Client Care Program/Manager and Recover/Community Recovery/Manager training, Specialty Tracks in Shelter Resident Transition Management and Client Care Center Resolution Agent. Recommended: Client Care Program: Compliance, Providing and Documenting Individual Disaster Care Services with RC Care. Removed: Recommended: Psychological First Aid: Helping Others in Times of Stress, Collaborating Essentials, CAN Basics, Facilitative Leadership Skills for Mobilizing the Community
- IDC/DHS/SA: Added: Client Care Program Overview, Client Care Program: Disaster Client Intake, Client Care Program: Conducting Follow-up, Client Care Program: Providing Referrals, Providing and Documenting Individual Disaster Care Services with RC Care, Shelter Resident Transition with RC Care
- IDC/DHS/SV: Added: Detailed Damage Assessment for Disaster Action Team Response Operations
- IDC/DHS/MN: Added: Recommended: RC View National Shelter System Leadership, Collaborating Essentials, Shelter Resident Transition for those working in a Shelter, Event-Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol, Care Assistant Fundamentals, Performance Evaluation Preparation for Supervisors, Disaster Response Management Simulation, Multi-Agency Resource Center Basics.



- IDC/DHS/CH: Added: Recommended: RC View National Shelter System Basic, Collaborating Essential, Shelter Resident Transition for those working in a Shelter, Event-Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol, Multi-Agency Resource Center Basics, Disaster Response Management Simulation
- IDC/DMH/SA: Added: Required: Everyone is Welcome, Client Care Program Overview, Client Care Program: Disaster Client Intake, Client Care Program: Conducting Follow-up, Client Care Program: Providing Referrals, Providing and Documenting Individual Disaster Care Services with RC Care. Removed: Psychological First Aid: Helping Others in Times of Stress, Supervising the Disaster Workforce, Shelter Fundamentals v2, Everyone is Welcome, Mass Casualty Incident Response Basics
- IDC/DMH/SV: Added: Event-Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol, Performance Evaluation Preparation for Supervisors, Integrated Care Condolence Team Fundamentals Removed: Disaster Mental Health Management, Integrated Care Condolence Team Fundamentals, Event Based Volunteer Supervisor Basics: Using the Job Aid Training Protocol, Everyone is Welcome, Supporting Volunteers and Managing Teams, Facilitative Leadership Skills for Mobilizing the Community, Disaster Operations Control: Form 5266 Fundamentals, Mass Casualty Incident Response Management, Mass Casualty Incident Response Management Simulation
- IDC/DMH/MN: Removed: Required: Disaster Operations Control: Form 5266 Fundamentals, Integrated Care Condolence Team Fundamentals
- Removed equivalency option for Concept of Operations 3.0 Management which expired 12-31-20.
- Updated CAS 2.0 references in Introductory section and GAP Overviews to RC View.
- Updated references to REC/CRP GAPs to REC/CARE.
- Updated COVID 19 GAPs to include: “The COVID-19 position listings will remain until the end of February 2021.”

12-4-20:

- Updated course requirements for Disaster Action Team Members’ transition from CAS to RC Care.
- Purpose Statement, Key Responsibilities and Qualifications updated for RES/DAT/SA, SV and MN GAPs per Operational Position Descriptions on the Exchange
- Updated Course requirements for other GAPs that will use RC Care are anticipated later in December 2020.
- LOG/IKD/SA: Moved Logistics: An Overview from Recommended to Required
- SS/SR/SA and Employee Deeplinks: Added Volunteer Workforce Complaint Representative Certification
- SS/LCV/SV and Employee Deeplinks: Removed Volunteer Connection: Shift Tool Manager
- SS/DEBV/SA and Employee Deeplinks: Added Disaster Event Based Volunteer Activity Worker Fundamentals
- Added Spanish Course details for Concept of Operations Basics
- Added Spanish Course details for Shelter Fundamentals v2
- Added Spanish Course details for Feeding Fundamentals v2
- Added Spanish Course details for CAN (Coordinated Assistance Network) Basics
- Added Spanish Course details for Shelter Manager
- Added Spanish Course details for Everyone is Welcome
- Removed Disaster Services Technology Overview Workshop VILT information
- Removed VILT information and added Video options for:
 - Disaster Services Technology Communications Workshop
 - Disaster Services Technology Computer Operations Workshop
 - Disaster Services Technology Information Management System
 - Disaster Services Technology Networking Workshop
 - Disaster Services Technology: The First 48 Hours of a DRO
- Added VILT option for Collaborating Essentials
- Added Spanish VILT option for Virtual Instructor Specialty Training

11-1-20: Publishing an updated GAP Job Tool with changes dated 8-17-20 to align with the *Disaster Responder Training Requirements* document on the Exchange.

8-17-20:

- Added deeplinks for Spanish Language versions of courses required or recommended for Disaster GAPs where available.
- Removed CAS 2.0 Account requirement for IDC/DHS/SA and IDC/DHS/SV
- Added equivalent courses for Shelter Supervisor and Supervising Workers for 2020 Disaster Responses
- Removed National Shelter System Fundamentals: IDC/DHS/CH, IDC/DI/SV, ER/GO/SA, MC/SH/SV, MC/REU/SV
- Removed Advanced National Shelter System: MC//CH, MC/SH/MN, DCS Training Index, Employee Deeplinks
- Added VILT option for Disaster Action Team Fundamentals
- Added deeplinks for Spanish versions of Basic Food Safety, CAN (Coordinated Assistance Network) Basics, Concept of Operations Basics, Disaster Cycle Services: An Overview, Feeding Fundamentals V2, Recovery Fundamentals, Recovery Services: An Overview.

7-4-2020:

- Added 12-31-2020 expiration date for the Equivalency training for Concept of Operations 3.0.
- Corrected issue in which some GAPs were not appearing in the Table of Contents but did have GAP Overviews

6-29-2020:

- Updated Deeplinks for courses updated to remove FLASH:
 - Everyone is Welcome
 - Deployment Fundamentals
 - Incident Reporting Fundamentals
- Revised MC/SH/MN training due to changes in Shelter SA and Shelter SV training
- Removed due to course retirement:
 - Fundamentals of Chapter Disaster Operations Management.
 - Service Delivery Site Management
 - Operations Planning Fundamentals
 - Financial and Statistical Information Management
 - Shelter Management
- Added note to Feeding Activity Introduction: Required for new responders as of 4/8/19.
- OM/WF/AD: Added training requirements
- Updated format from WBT to VID:
 - Ambassador Program Fundamentals
 - Commercial Lodging: An Overview
- Mass Care Management: removed “2017” from name and added VILT as delivery type.
- Added VILT delivery types and VILT length, if different from ILT:
 - Disaster Cycle Services: An Overview
 - Disaster Public Affairs – Media Relations
 - Disaster Public Affairs – Visual Storytelling
 - Disaster Public Affairs – Writing for Red Cross
 - Disaster Public Affairs Management
 - Government Operations Fundamentals – VILT 5 hrs
 - Integrated Care Condolence Team Fundamentals – VILT 3 hrs
 - Logistics: An Overview
 - Logistics Management – 6 hrs
 - Staff Services Fundamentals – 6 hrs
 - Staff Wellness Fundamentals
 - Supervising the Disaster Workforce – 6 hrs
 - Supply Fundamentals – 2.5 hrs
- Added to Disaster Training Index:
 - [Disaster Public Affairs – Media Relations](#) (ILT / VILT 2 hrs)



- [Disaster Public Affairs – Visual Storytelling](#) (ILT / VILT 2 hrs)
- [Disaster Public Affairs – Writing for the Red Cross](#) (ILT/ VILT 2 hrs)
- Replaced Shelter Fundamentals with Shelter Fundamentals V2 and updated delivery method and length.
- Added COVID-19 Trainee positions
- Updated training requirements for MC/SH/SA and MC/SH/SV to align with the 2020 COVID-19 Service Associate and Supervisor Operational position descriptions on The Exchange.
- Added new course, Shelter Supervisor, to COVID-19 Mass Care/Shelter/Supervisor (MC/SH/SV) and COVID-19 COVID-19 Trainee Operational - Mass Care/Shelter/Supervisor
- Updated training requirements for IDC/DHS/SA and IDC/DHS/SV to align with the 2020 COVID-19 Service Associate and Supervisor Operational position descriptions on The Exchange.
- Removed Health Status Record requirement from “What is a GAP” section (page 7)
- Added two new courses to LOG/TRA/SA, Disaster Training Index and Employee Deeplinks:
 - Disaster Transportation Tool Fundamentals
 - Transportation Fundamentals
- Added new Logistics Management course to LOG/TRA/SV, LOG/GEN/MN and LOG//CH
- Added new Transportation Management course to LOG/TRA/SV
- Updated WBT link for Disaster Cycle Services: An Overview (course was updated to remove FLASH)

2-27-2020:

- Updated Course name of Concept of Operations Management to Concept of Operations 3.0 Management and deleted “temporarily suspended” since course has now been released. **Note:** Until 7-1-2020, an equivalency option is available. A link to this equivalency option is provided in a note following the course name. For a more detailed explanation, please see the [Disaster Responder Training Requirements](#) document on The Exchange. The previous version of Con Ops Management did not contain a version number so the wording can be confusing to learners.
- Updated references to Bulk Distribution Fundamentals or Bulk Distribution Operations
- Removed Bulk Distribution Operations from MC/DES/SA (Recommended), MC/DES/SV (Required) since it is now part of the SA requirement
- Updated CPR (BLS) registration link for DHS GAPs
- Added to DCS Training Index, IP/SU/SV, IP/DA/SV, IP/DA/MN, OM/IP/AD and Employee Deeplinks: RC View Mapping: Getting to Know RC View (WBT 2.75 hrs) and RC View Mapping: Beginner RC View Operations (WBT 4 hrs).
Removed: RCView Map Writing Fundamentals (ILT 12 hrs)
- Course name updated: IS 100 Introduction to the Incident Command System
- Course name updated: IS 200: Basic Incident Command System for Initial Response
- Removed IS-702 National Incident Management System (NIMS) Public Information Systems (FEMA). Course retired.
- Replaced IS-775 Emergency Operations Center Management & Operations (FEMA) and with IS-2200 Basic Emergency Operations Center functions (FEMA new release): ER/GO/SV, ER/GO/MN, DCS Training Index and Employee Deeplinks
- Updated CAS: Your CAS Account course name: RES/DAT/SA, RES/DAT/SV, REC/GEN/SA, IP/DA/MN, IDC/DHS/SA CAS Training Index and Employee Deeplinks
- Updated course length for Disaster Response Management Simulation to 13 hours.
- Updated Disaster Services Technology Information Management System course time to 2 hrs.
- Updated Staff Services Fundamentals course time to 8 hours
- Course length for Volunteer Connection Disaster Management Fundamentals updated to 1.75 hrs

01-05-2020:

- Added to IDC/DHS/SV Recommended Courses: Operations Planning Fundamentals, Care Assistant Fundamentals, Supply Fundamentals, Performance Evaluation Preparation for Supervisors
- The Response/Dispatch GAPs have been removed from GAP Overviews and the Simplified GAP Chart to track with the [NHQ GAP Chart](#).

- DST/All Activities/SA, OM/LOG/AD, DCS Training Index and Employee Deeplinks: Added deeplink for web-based version of Disaster Services Technology Overview Workshop.
- DST/All Activities/SV, DCS Training Index and Employee Deeplinks: Added deeplink for web-based version of Disaster Services Technology Customer Service Workshop.
- Added Performance Appraisal Evaluation Preparation for Supervisors to the DCS Training Index and Employee Deeplinks.

01-04-2020:

- The content of Concept of Operations Basics has been updated to reflect Concept of Operations 3.0, but the deeplink is unchanged. Training type updated to VID from WBT.
- Concept of Operations 3.0 Management: Added note to affected GAPs that course is temporarily suspended while it's being updated
- Concept of Operations Simulation is retired as of 12-31-19 and deleted from GAPs that required it as well as the DCS Training Index and the Employee EDGE Deeplink Index.
- FEMA IS-29: course length updated to 7 hours.
- FEMA IS-288: The Role of Voluntary Agencies in Emergency Management updated to 1 hour.
- FEMA ICS 300: Intermediate Incident Command System for Expanding Incidents deeplink updated.
- FEMA ICS 400: Advanced Incident Command System for Command and General Staff – Complex Incidents - Deeplink updated.
- FEMA : Incident Command System for Single Resources and Initial Action Incidents course length updated to 4 hours. Added note that course title in EDGE will be updated to match FEMA name in Jan, 2020.
- FEMA IS-650: Building Partnerships with Tribal Governments course length updated to 2 hours
- FEMA IS-702: National Incident Management System (NIMS) Public Information Systems – Removed link as it appears FEMA may have re-named this course. NHQ Training is investigating. Watch for update in January, 2020.
- Mass Casualty Incident Response Basics course length updated to 1.25 hrs
- IP/DA/SA: Deeplinks updated for RC Collect: Detailed Damage Assessment Video for DA Workers and RC Collect: Setting Favorite Answers.
- DCS Training Index – page 17: Corrected hyperlink for “FEMA” following course name.
- Employee Deeplink Index updated to reflect above changes