

**American Red Cross  
Greater Los Angeles Chapter**

**Job Description**

**Position Title:** Assistant Director of Support Services, Emergency and Disaster Response Dept.

**Department:** Emergency and Disaster Response

**Reports To:** Director, Emergency and Disaster Response

**FLSA:** Non-Exempt

**I) Position Summary**

The Assistant Director of Support Services of the Emergency and Disaster Response Department is responsible for assisting the Director in managing the Planning Section and Emergency & Disaster Response Personnel Section of the Department. The Assistant Director of Support Services may also act as Assistant Director of Operations as required or directed, and may also act as the head of the Department in the Director's absence. Assists in developing and overseeing major elements of the Department including Emergency Response Personnel, Training, Disaster Services Human Resources, Continuing Disaster Education, Planning, and Government/Non-Government & Community Relations. Directly supervises and oversees District Coordinators assigned to the Department. Forms and maintains strong partnership with volunteers, volunteer leadership and volunteer committees. Develops strong working relationship with external partners and represents the Department and Chapter in various ways, including public speaking engagements and assignment to external committees and task forces. Establishes and maintains an effective working relationship with Emergency Managers Associations, non-profit organizations, government partners, corporations and Red Cross affiliates.

- A. Responsible for assisting in the development and management of the provision of all Red Cross disaster response, preparedness and educational services within the Chapter in fulfillment of the chapter disaster plan and catastrophic disaster plan.
- B. Responsible for working closely with all elements of the Emergency and Disaster Response Department to help ensure that all program meets are met.
- C. Assists in the management of the Department's Emergency Response Personnel Management Program.

- D. Assists in the management of the Department's Emergency Planning Program.
- E. Provides career counseling and advancement opportunities to staff.

## **II) Major Responsibilities**

- A. Responsible for assisting the Director in managing major elements of the Department's Emergency Services programs.
  - 1. Directly supervise and oversee the functions of District Coordinators, including DAT response, casework, volunteer support, and recruitment efforts.
  - 2. Assist in managing the integration and effective working relationships of Departmental program areas, including Personnel Management, Logistics, Planning and Operations.
  - 3. Ensures that good working relationships are established and maintained with appropriate governmental, non-profit, and corporate entities for emergency planning and response.
  - 4. Assists in the development and management of the Department's annual budget. Assists in coordination with other Chapter Departments including Advancement, Public Affairs, Health and Safety, and Human Resources to facilitate effective use of the support provided by those entities in furthering the mission of the Department.
  - 5. Assists in meeting other Department reporting requirements such as CDRA, CPS and Board Reports. Maintains statistics for monthly and annual reports.
  - 6. Represent the Chapter as needed for Regional and National Initiatives.
  
- B. Support Chapter Volunteer Management
  - 1. Work in collaboration with Training Coordinator, Disaster Services Human Resources (DSHR) Coordinator, District Coordinators, District Chairs and the Office of Volunteer Personnel to ensure quality volunteer recruitment and retention.
  - 2. Actively participate in recruiting efforts for new volunteers and in retention efforts for existing personnel.
  
- C. Support Chapter's Emergency and Disaster Response

1. Serves as a member of command staff and works in collaboration with Director, Assistant Director of Operations, Emergency Personnel Manager, Logistics Manager, and Planning Manager during emergency and disaster operations.
2. Staffs post position in Emergency Operations Center (EOC) during exercises and actual large-scale events.
3. Participates and provides feedback regarding after action reports and recommendations following internal/external exercises and actual events that require EOC activation.
4. Takes appropriate actions in areas of responsibility pursuant to after action reports and recommendations.

### **III) Other Dimensions**

- A. As a contributor to the work of an emergency relief organization, extended work hours and/or assignments to a disaster specific task will be required.
- B. Membership in the national DSHR system is required.
- C. Availability to participate on at least one national disaster relief operation assignment per year.
- D. Incumbent will be required to become a certified instructor of basic Disaster Services courses and to teach Disaster Services courses as necessary.

### **IV) Qualifications**

- A. Education: Bachelor's degree or equivalent work experience.
- B. Experience: Minimum of 4 years experience in emergency services or community services related work. Experience working closely with volunteer work forces strongly desired. Demonstrable success in recruitment and retention of volunteers strongly desired.
- C. Other: Strong computer skills including Word, Excel, PowerPoint, and various databases desirable. Good communication, presentation, and organizational skills.

**Written by:** Michael Kleiner

**Approved by:**

**Date:** April 2007

**Date:**