

**American Red Cross  
Greater Los Angeles Chapter**

**Job Description**

**Position Title:** Disaster Services Human Resources Coordinator

**Department:** Emergency and Disaster Response

**Reports To:** Manager, EDR Personnel

**FLSA:** Non-Exempt

**I) Position Summary**

Responsible for the management of the chapter Disaster Services Human Resources (DSHR) personnel interface with the national disaster volunteer system. Responsible for working closely with the Chapter's Office of Volunteer Programs in creating an effective transition for all Disaster Volunteers from the process of initial application and entry into the Red Cross system to registration into the DSHR system. Responsible for entering, tracking, coordinating and validating data within the DSHR system. Working with the Manager of Emergency and Disaster Response (EDR) personnel and the Training Coordinator, advise and provide career counseling to Chapter DSHR personnel regarding promotional tracks, training opportunities, informational updates, and functional changes. Serves as the primary staffing resource for fulfillment of DR recruitment requests received by the Chapter. Serves as the primary staffing resource for large scale events within the Chapter's service area. Serves as a technical resource to the cadre of Duty Officers for emergency staffing purposes. Serves as member and staff on the Chapter's DSHR Promotional Panel.

**II) Major Responsibilities**

- A. Management of DSHR System.
  - 1. Process all changes and additions to the DSHR records, maintaining appropriate confidentiality. Notify members of changes such as acceptance of promotion. Assure that copies of file changes and additions are integrated into the Office of Volunteer Personnel master files.
  - 2. Attend various volunteer committee meetings and recruitment events as needed to promote and represent DSHR interests.

3. Working in cooperation with the Operations Section Manager and the Office Manager, assures that the Staffing Duty Officer roster and rotation schedule are maintained.
4. Coordinates the Regional DAT staffing program and maintains the calendar for DAT member availability.
5. Orders and distributes DSHR uniforms as members are eligible, and maintain record of those who have received uniforms.
6. Counsels DSHR members regarding career development and member problems and concerns. Prepares letters of recommendation for career advancement as defined by national and state guidelines.
7. Establishes a reporting system which keeps the Manager of EDR Personnel, Assistant Director and Director informed of progress and needs.
8. Establishes and monitor system to keep the Manager of EDR Personnel, Assistant Directors and Director informed of status of ongoing recruitment of personnel for DR operations.
9. Recruits National Disaster Alert Teams as requested by National Staffing.
10. Under the direction of the Manager of EDR Personnel, coordinates with the Office of Volunteer Programs for recommendations and nominations for disaster volunteer recognition and awards.
11. Maintains records and produces reports as directed.

**B. Supports Chapter Volunteer Management**

1. Work in collaboration with District Coordinators, District Chairs and the Office of Volunteer Personnel Department to ensure quality volunteer recruitment and retention.
2. Work in collaboration with Training Coordinator to provide the training necessary for targeted promotions of assigned staff & volunteers.
3. Directs, counsels and assists in the career development of subordinate personnel and volunteers.
4. Works closely with Operations Section in development of internal exercise schedule to test operational preparedness and readiness. Takes appropriate after actions pursuant to recommendations following exercises or actual events.
5. Ensures completion of all required Department and Chapter reports.

### **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. Availability to occasionally participate in after hour and weekend meetings and activities as required to meet the needs of the Department.
- C. Provides staff support to Volunteer Committees as necessary.
- D. Membership in the national DSHR system is required.
- E. Availability to participate on at least one national disaster relief operation assignment per year.
- F. 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 desired.
- B. Experience: Minimum of 1-2 years experience in an emergency services, customer service or staffing/recruitment environment desired. ARC experience strongly desired.
- C. Ability to plan, organize and complete multiple tasks in a fast paced environment.
- D. Ability to work and think independently.
- E. Ability to effectively with and through trained and skilled volunteers.
- F. Excellent interpersonal and customer relations skills.
- G. Other: Strong computer skills including Word, Excel, PowerPoint, and various databases required. Good communication, presentation, and organizational skills.

**Written by:** Michael Kleiner

**Approved by:**

**Date:** September 2009

**Date:**