

**American Red Cross
Greater Los Angeles Chapter**

Job Description

Position Title: Manager, Emergency and Disaster Response Personnel

Department: Emergency and Disaster Response

Reports To: Director, Emergency Disaster Response

FLSA: Non-Exempt

I) Position Summary

The Manager, Emergency and Disaster Response Personnel has the overall responsibility for ensuring the availability of qualified disaster volunteers and paid staff to enable the organization to carry out the mission of providing prompt, efficient and effective service delivery. Provides quality support to affiliated and spontaneous volunteer staff in the following areas:

- A. Has primary responsibility for the recruitment, development, care and retention of volunteer and employee disaster response personnel.
- B. Responsible for working closely with internal customers including other sections of the Emergency and Disaster Response Department to ensure that their disaster response personnel needs are met.
- C. Through subordinate staff, manages and ensures the quality and success of the Greater Los Angeles Chapter Disaster Services training program.
- D. Through subordinate staff, manages and ensures the quality and success of the Greater Los Angeles Chapter Disaster Services Human Resources system.
- E. Through subordinate staff, manages and ensures the quality and success administration and oversight of the health records for the DSHR staff of the Greater Los Angeles Chapter.

II) Major Responsibilities

- A. Manage the Department's support of disaster volunteers and paid staff to ensure readiness of human resources for emergency and disaster response.
 - 1. Supervise and oversee the administration of the Department's Training Program.
 - 2. Supervise and oversee the administration of the Chapter's DSHR program and functions.

3. Supervise and oversee the administration of the Department's Community Disaster Education program and function.
 4. Supervise and oversee the administration of the AmeriCorps program.
 5. In conjunction with the Health/Mental Health Services Coordinator, supervise and oversee the Staff Health Chair and program.
 6. Maintain statistics for monthly and annual reports.
- B. Liaison with Chapter's Office of Volunteer Personnel.
1. Maintain effective relationship with OVP to ensure that volunteer personnel throughout the Chapter have appropriate and necessary training.
 2. Work closely with OVP in creating effective transitions to and from the EDR Department and other Chapter groups.
 3. Coordinate and liaison with Pacific Service Area OVP, training, DSHR and CDE staff.
- C. 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.
 3. Support external trainings for partner agencies including but not limited to Shelter Operations, Mental Health Services, and Health Services.
 4. Organize training as needed for Chapter and National Initiatives.
- D. Support Chapter's Emergency and Disaster Response
1. Serves as a member of command staff and works in collaboration with Director, Assistant Director, Logistics Manager, Planning Manager, and Operations 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 a training or customer service related position. 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: