

**American Red Cross
Greater Los Angeles Chapter**

Job Description

Position Title: Mass Care Coordinator

Department: Emergency and Disaster Response

Reports To: Operations Section Manager

FLSA: Exempt

I) Position Summary

The Mass Care Coordinator is responsible for coordinating, organizing, directing and controlling all functions relating to the Department's Mass Care operations. Is Responsible for all operational aspects of Mass Care service delivery during local disasters and directly assisting the Assistant Director of Operations in the provision of Mass Care mutual aid. Responsible for operationalizing plans and procedures to carry out mass care operations, which will include reception/registration, shelter/feeding operations, bulk distribution of emergency relief items. Acts as the primary backup to the Regional Coordinators whenever a vacancy exists in one of those positions.

II) Major Responsibilities

A. Mass Care Functions/Program.

1. Coordinates and supports the management and provision of mass sheltering, mass feeding, bulk distribution of emergency relief items.
2. Working in cooperation with the Logistics Manager, provides functional oversight of logistical activities relating directly to mass care operations during actual events.
3. Provides mass care support to all service delivery sites during actual events.
4. Provides support to the Support Services Section and Logistics Manager relating to preparedness initiatives and activities during times of normal operational activity (between events), including efforts to build capacity with respect to facilities, feeding capacity and vendors.
5. Serves as the primary backup and fulfills the duties of a Regional Coordinator whenever a vacancy occurs in one of those positions as a result of sick time, vacations, deployments, etc.

6. During normal operational periods of time (between events), works closely with the Manager of Emergency and Disaster Response (EDR) personnel, the Training Coordinator and DHSR Coordinator to develop, track and build a substantial cadre of volunteers to support the Mass Care program.
 7. Maintains records and produces reports as directed.
- B. Supports Chapter Volunteer Management
1. Work in collaboration with Emergency Disaster Personnel Manager, Disaster Services Human Resources (DSHR) Coordinator, Regional Coordinators, District Chairs and the Office of Volunteer Programs to ensure quality volunteer recruitment and retention.
 2. Works in collaboration with DSHR Coordinator and the Training Coordinator to identify and provide the training and activities necessary for targeted promotions of assigned staff & volunteers.
 3. Directs, counsels and assists in the career development of mass care personnel and volunteers.
 4. Works closely with Support Services and Operations in development of internal exercise schedule to test operational preparedness and readiness. Takes appropriate after actions pursuant to any 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 social services 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 work with 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: