

**American Red Cross
Greater Los Angeles Chapter**

Job Description

Position Title: Partner Services Coordinator, Emergency and Disaster Response

Department: Emergency and Disaster Response

Reports To: Partner Services Manager

FLSA: Exempt

I) Position Summary

Working with and through volunteers whenever possible, the Partner Services Coordinator for the Emergency and Disaster Response Department works to contribute to the development, maintenance, and expansion of the Department's External Partnerships, including government, non-government, labor, community and faith-based organizations.

- A. Represents the Department and the Chapter on an ongoing basis by attendance at regular meetings of external partner organizations.
- B. Works closely with the other sections of the Emergency and Disaster Response Department to ensure that their programs are coordinating with and supporting the Partner Services Program, and that individual programs are leveraging Partner Services opportunities.
- C. Serves as the designated alternate representative of Red Cross for the Emergency Network of Los Angeles (ENLA).
- D. Actively seeks the engagement of new partnerships that can improve services and leverage capabilities of both organizations in the fulfillment of the Red Cross mission.

II) Major Responsibilities

- A. Assists the Chapter in reaching their capacity building goals.
- B. Represents the Chapter in Meetings with External Agencies.
- C. Directly and with supporting staff, participates in and represents the Chapter in External Response Partner Agency Exercises.
- D. Serves as a primary liaison as assigned to represent the Chapter for major partnerships (accounts).
- E. Actively seeks out, engages and develops new relationships with external partner agencies and organizations.
- F. Provides staff support to volunteer committees as assigned.
- G. Maintains and develops necessary statistics for monthly and annual reports.
- H. Support Chapter Volunteer Management
 - 1. Work in collaboration with Disaster Services Human Resources (DSHR) Coordinator, Regional Coordinators, District Chairs and the Office of Volunteer Programs to ensure quality volunteer recruitment and retention.
 - 2. Work in collaboration with DSHR 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. 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 3-5 years experience in an emergency services or customer service related position. Human relations and supervisory skills and experience strongly desired. Demonstrated ability to work effectively with volunteers strongly desired. Knowledge of principles and practices of emergency management functions 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: September 2009

Date: