

**American Red Cross
Greater Los Angeles Chapter
Job Description**

Position Title: Regional Coordinator, Emergency and Disaster Response Dept.
Department: Emergency and Disaster Response
Reports To: Assistant Directors, Emergency and Disaster Response
FLSA: Exempt

I) Position Summary

Assigned to a geographical area of the Chapter, the Regional Coordinator of the Emergency and Disaster Response Department is responsible for the provision of multi-disciplinary support to Chapter Operations and Support Services Programs within the assigned region. Individuals assigned in this class also receive technical supervision from Department Program Heads, and work directly with Program Heads regarding program development and implementation issues. Regional Coordinators work closely in collaboration with volunteer District Chairs, who are their volunteer counterparts in leading and coordinating the affairs of the respective Districts that fall within their assigned area. Other duties include responding on DAT incidents whenever an inadequate number of volunteers are available, initial and follow up case management of clients affected by local emergencies and disasters, restocking of emergency supplies and vehicles in accordance with Departmental standards, ensuring that any of the Chapter's Emergency Operations Centers (EOC) within their assigned area are kept in a constant state of readiness, provision of staff support to volunteers within the assigned region, organized and ongoing recruitment activities within the assigned region, and representation of the Chapter and the Red Cross at a variety of events throughout the geographical areas of assignment. Individuals assigned in this job class are also required to become and remain credentialed to teach Disaster Services classes as required and assigned. Works with and through volunteers to achieve performance objectives and goals.

NOTE: Persons holding this class may also be assigned to perform specific program functions that meet the needs of the Department and provide technical experience in a related DSHR functional area.

NOTE: Persons holding this position may be reassigned or transferred to any of the Chapter's geographic regions on a periodic basis in order to balance personnel experience and to meet the needs of the Emergency and Disaster Response Program.

II) Major Responsibilities

A. Operational Duties:

1. Responds to DAT calls within assigned areas whenever an inadequate number of volunteers are available. Provides backup DAT coverage to other geographic areas as may be required.
2. Ensures the provision of quality direct client casework services to Disaster Services clients in accordance with American Red Cross National standards and ARCGLA guidelines.
3. Provides client referrals to appropriate agencies.
4. Provides support of the Client Assistance Card program and Client Assistance System to volunteers within their assigned area(s).
5. Assists in the management of the Department's Emergency Operations activities.

6. Works closely with Logistics Section to coordinate, manage and maintain equipment and supplies within the assigned area(s)
7. Ensures that EOCs in the assigned area are maintained in a constant state of readiness.
8. Carry out other related duties as may be assigned.

B. Support Services Duties:

1. Implements programs and processes designed by the Department's Program Heads and approved by the Director.
2. Develops and maintains liaison with cities, government agencies, community and faith-based organizations within the assigned area(s).
3. Assists in identifying and developing relationships with merchants and local vendors to support direct client service casework. Works closely with and through the Department's Agreements Coordinator to ensure that merchants and vendors are formally engaged.
4. Assists in defining and obtaining community resources to support the Family Service program and the Catastrophic Plan.
5. Maintain a daily log of all current and projected (scheduled) activities in a manner prescribed by the Assistant Directors of Operations and Support Services.
6. Teach Disaster Services Classes as assigned.
7. Carry out other related duties as may be assigned.

C. Support Chapter Volunteer Management

1. Work in collaboration with the Department's Manager of Response Personnel, Training Coordinator, Disaster Services Human Resources (DSHR) Coordinator, and the Office of Volunteer Programs to ensure quality volunteer recruitment and retention.
2. Actively participate in recruiting efforts for new volunteers and in retention efforts for existing volunteer personnel.
3. Maintain precise records and meet defined goals for amount of organized organizational, community and individual contacts in support of the District recruitment program.

D. Support Chapter's Emergency and Disaster Response

1. May be required to serve as a member of command staff and work in collaboration with Director, Emergency Personnel Manager, Logistics Manager, Planning Manager, and Operations Manager during emergency and disaster operations.
2. May be required to staff post positions 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 assigned.

IV) Qualifications

- A. Education: Bachelor's degree or equivalent work experience.
- B. Experience: Minimum of 2 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 2009

Date: