

Title	Disaster Medical/Mental Health Services Specialist
Department	Emergency and Disaster Response
Supervisor	Manager of EDR Personnel
Date of Revision	July 1, 2007

Position Summary

Working with and through volunteers, ensures the delivery of quality medical and mental health services to disaster victims in accordance with Chapter and National policies and standards; ensures development and training of a volunteer medical health services cadre; ensures development and training of a volunteer medical health services cadre; develops relationships and agreements with public and private health care providers and local merchants; maintains local plans, protocols, records, and supplies; and provides technical guidance in preparing for and delivering medical and mental health services in local, state, and national disaster response.

Responsibilities

Develop a cadre of trained Disaster Health Services (DHS) and Disaster Mental Health Services (DMHS) volunteer responders and the chapter and community resources to support the provision of coordinated Red Cross health and mental health services to disaster clients by:

1. Building DHS/DMHS staff capacity by recruiting new volunteers both directly and through referrals to the Office of Volunteers and the Response Program Managers and ensuring appropriate orientation and training for new DHS/DMHS volunteers.
2. Establishing vendor agreements to provide effective, efficient, and essential client services.
3. Developing working or formal relationships with public and private medical and mental health care providers, such as the County Public Health Department, the County Department of Mental Health, hospitals, medical and mental health care facilities and professional organizations by participating in meetings, events and planning activities.

Ensure printed American Red Cross guidance and other medical and mental health care guidance is disseminated. Develop or maintain DHS/DMHS guidance in chapter developed disaster plans, protocols, administrative procedures, and lesson plans. Provide DHS/DMHS technical advice and information, and develop leadership volunteers through mentoring by:

1. Ensuring printed DHS/DMHS guidance is provided and developing or maintaining chapter documents and materials.
2. Providing DHS/DMHS technical advice and information to Red Cross staff and the DHS/DMHS community and developing DHS/DMHS leadership volunteers through mentoring and supervising DHS/DMHS staff through functional committees.

American Red Cross of Greater Los Angeles
Position Description

Manage the chapter DHS resources and capacity through record keeping and management of DHS equipment and supplies by:

1. Ensuring DHS/DMHS protocols, DHS/DMHS professional licensing information, and agreements are maintained. Prepare, review, maintain, and evaluate records, files and reports on DHS/DMHS activities.
2. Managing the inventory of DHS/DMHS equipment and supplies.

Participate in disaster operations. Monitor chapter DHS/DMHS activity to ensure service delivery standards are maintained by:

1. Participating in local or national disaster operations as qualified and selected.
2. Participating in on-call duty, as qualified.
3. Monitoring chapter DHS/DMHS activity to ensure service delivery standards are maintained.
4. Support Chapter Volunteer Management:
 - a. Work in collaboration with Disaster Services Human Resources (DSHR) Coordinator, District Coordinators, District Chairs and the Office of Volunteer Personnel Department to ensure quality volunteer recruitment and retention.
 - b. Work in collaboration with DSHR Coordinator to provide the training necessary for targeted promotions of Chapter staff & volunteers in DSHR system.
 - c. Support external trainings for partner agencies including but not limited to Shelter Operations, Mental Health Services, and Health Services.
 - d. Organize training as needed for Chapter and National Initiatives.

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.

The above list reflects the general duties considered necessary to describe the principal functions of the job as identified, and shall not be considered as a detailed description of all work requirements that may be inherent in the position. The responsibilities and tasks performed may change at the discretion of the American Red Cross of Greater Los Angeles.

Knowledge, Skills and Abilities/Mental Requirements

The following knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training and are listed as a reference for job evaluation, performance appraisal, training, and other human resources purposes.

- Ability to perform or be trained to perform the preceding tasks in a satisfactory manner is implied within each specific task statement.
- Current license to practice as a registered nurse and/or mental health care professional in the State of California.
- Baccalaureate or Masters Degree in Nursing, mental health care or related health field.
- Basic knowledge of Red Cross Disaster Services and DHS/DMHS programs, organization, policies, and procedures at all levels.
- Knowledge of community health and mental health services and local government disaster programs.
- Ability to work with volunteer and paid personnel in a productive manner.
- Ability to motivate individuals.
- Supervisory skills (interviewing, evaluating, delegating, motivating).
- Coordinating, listening, and negotiating skills.
- Communication skills (ability to convey and receive oral and written information in a clear manner and be sensitive to audience addressed).
- Coaching/counseling skills.
- Human relations skills (ability to determine individual needs and respond effectively to concerns and questions).
- Knowledge of performance planning and evaluation methods.
- Ability to maintain confidentiality of sensitive information.
- Ability to speak before groups of any size.
- Ability to function in a stressful and rapidly changing environment.
- Knowledge of or willingness to be trained in use of various computer programs.

Knowledge, Skills and Abilities/Physical Requirements

Ability to travel locally and outside the state, to attend and participate in meetings.

Written By: Michael Kleiner

Approved:

DATE: July, 2007

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