



American Red Cross

Augusta Chapter

Emergency Services Department

Director: Mario Bañez

The Emergency Services Department is responsible for disaster planning, preparedness, and mitigation. This includes providing disaster education and training to the community. When a disaster threatens or strikes, the Red Cross provides shelter, food, and mental health services to address basic human needs. Disaster Action Teams (DAT) respond to local emergencies, such as house fires. The Disaster Services Human Resources (DSHR) is the local and national databank of volunteers who respond to local and national disasters, such as Hurricane Katrina.

Current Opportunities:

- Information Management Support Services Member
- Disaster Action Team Member
- Individual Client Services Caseworker
- Mass Care Associate
- Partner Services, Voluntary Agency Liaison
- Disaster Training Instructor
- Organizational Support Associate
- Material Support Services Associate
- Health Services Volunteer
- "Be Red Cross Ready" Instructor

Position Title: Information Management Support Services Member

Department: Emergency Services

Reports to: Emergency Services Director

Purpose: To provide necessary IT support by ensuring that all IT related equipment & personnel will be functional and available so that Management & Supporting staff can communicate activities on a disaster relief operation, to include information dissemination; analysis and planning; disaster assessment; and financial and statistical information management

Time Commitment: Will vary according to exercises and disasters

Key Responsibilities:

- Willingness to support the Red Cross Mission
- Set up IT and computer systems during disaster situations and exercises
- Participate in various Chapter Disaster Readiness Exercises
- Coordinate with appropriate Disaster Service teams to ensure effective implementation of computer systems

Qualifications:

- Belief in the Red Cross Mission and fundamental principles
- Ability and willingness to work in a team
- Flexibility and adaptability in various situations and work settings
- Good knowledge of computer systems and IT configuration

Position Title: Disaster Action Team Member

Department: Emergency Services

Reports to: Emergency Services Director

Purpose: The Disaster Action Team (DAT) is usually composed of 5 members that offer immediate emergency support to affected individuals and their families in local emergencies. Volunteers respond to fires in their area. Volunteers provide essential emergency assistance such as food, clothing, shelter, and necessary medications to victims of natural or man-made disasters. Volunteers distribute supplies and comfort victims of disaster.

Volunteers provide information about Red Cross assistance, which includes providing food, clothing, shelter and health & mental health services to victims of disaster. The Red Cross also refers victims to partner community agencies for long-term assistance. Training is required for all areas. Training must be done by national American Red Cross instructors. Length of time varies according to specified training course – anywhere from 4 to 16 hours.

Time Commitment: On call from 5pm-8am on Monday-Saturday, and 24 hours on Sunday during the assigned week

Key Responsibilities:

- Willingness to support the Red Cross Mission
- Be trained in the basic skills to respond to a disaster
- Cover evenings and weekends when your team is on call, or arrange substitute coverage
- Follow the national guidelines on services rendered to ensure that each client receives the same service.
- Be a part of the Disaster Services Human Resources system, so if a national disaster occurs, you can be deployed to areas of the country, if so desired

Qualifications:

- Belief in the Red Cross Mission and fundamental principles
- Access to reliable transportation
- Patience, caring, and the ability to handle crisis situations without losing a sense of good judgment.
- Volunteer must keep information pertaining to victims confidential.
- Training (free to all disaster volunteers)
 - Fulfilling our Mission (3 hours)
 - Mass Care (3 hours)
 - Shelter Operations (3 hours)
 - Client Assistance Cards (3 hours)
 - Fundamentals of Disaster Assessment (3 hours)
 - First Aid and CPR (4 hours)

Position Title: Individual Client Services Caseworker

Department: Emergency Services

Reports to: Emergency Services Director

Purpose: To provide follow-up emergency assistance to disaster clients, field incoming disaster related phone calls, and administrative duties related to the position.

Time Commitment: 6-8 hours per week, will vary in times of disaster

Key Responsibilities:

- Willingness to support the Red Cross Mission
- Ensure follow up assistance to disaster clients
- Ability to handle incoming calls for Disaster Services and know where to refer them if necessary.

Qualifications:

- Belief in the Red Cross Mission and fundamental principles
- Sensitivity to diversity and inclusiveness in human interaction
- Ability to communicate with clients in a sympathetic and caring manner
- Understanding of the Client Casework process and procedures

Position Title: Mass Care Associate

Department: Emergency Services

Reports to: Emergency Services Director

Purpose: To provide immediate, identifiable mass care services to evacuees and emergency workers involved in disasters. Services may include feeding, sheltering, and distribution of bulk relief items.

Time Commitment: Varies based on needs and current situation. Preparedness activities (training, meetings, drills, equipment and supply maintenance, warehouse maintenance, etc.) may be scheduled as necessary.

Key Responsibilities:

- Willingness to support the Red Cross Mission
- Participate in drills and exercises
- Maintain logs as necessary to document the services provided to clients , emergency workers, and other staff
- Understanding of Red Cross roles and partnerships during disaster relief operations

Qualifications:

- Belief in the Red Cross Mission and fundamental principles
- Strong organizational, verbal, and written communication skills
- Ability to respond as scheduled
- Ability to maintain confidentiality with clients

Position Title: Partner Services, Voluntary Agency Liaison

Department: Emergency Services

Reports to: Emergency Services Director

Purpose: To ensure internal and external coordination and communication with voluntary agencies, faith-based and community organizations, and other non-government entities, as well as all appropriate Red Cross employees and volunteers on the disaster operation.

Time Commitment: Varies based on needs and current situation.

Key Responsibilities:

- Willingness to support the Red Cross Mission
- Ability to help ensure internal and external coordination and communication with the relief operation and other voluntary agencies, community based organizations, faith-based groups, and non-government entities.
- Ability to coordinate and communicate with the service area and local units within and around the affected area.

Qualifications:

- Belief in the Red Cross Mission and fundamental principles
- Strong organizational, verbal, and written communication skills
- Analytical and problem solving skills
- Ability to use data sources, information systems, and related technologies

Position: Disaster Training Instructor

Department: Emergency Services

Reports to: Emergency Services Director

Purpose: To instruct disaster training classes as scheduled

Time Commitment: 8-16 hours per month

Key Responsibilities:

- Willingness to support the Red Cross Mission
- Responsible for working with the Training System Coordinator to schedule training up to three months at a time
- Fills out records of training for the Training System Coordinator
- Reserves the room for training and making sure that the teaching supplies are available so the class can be taught

Qualifications:

- Belief in the Red Cross Mission and fundamental principles
- Demonstrated record keeping skills
- Must be instructor qualified
- Training
 - Introduction to Disaster Services
 - Mass Care
 - Shelter Operations
 - FIT (Fundamentals of Instructor) Training
 - DIST Training

Position Title: Organizational Support Associate

Department: Emergency Services

Reports to: Emergency Services Director

Purpose: To help ensure that the functions of Organizational Support tasks and goals are completed in an efficient manner

Time Commitment: 6-8 hours per week, will vary in times of disaster

Key Responsibilities:

- Willingness to support the Red Cross Mission
- Assist with press releases regarding Disaster Services
- Help operate an effective messaging program so that Chapter Disaster progress and accomplishments are appropriately shared within the organization

Qualifications:

- Belief in the Red Cross Mission and fundamental principles
- Strong organizational, verbal, and written communication skills
- Strong computer skills, preferably including MS Publisher

Position Title: Material Support Services Associate

Department: Emergency Services

Reports to: Emergency Services Director

Purpose: To help ensure that the functions of Material Support Services tasks and goals are completed in an efficient manner

Time Commitment: 6-8 hours per week, will vary in times of disaster

Key Responsibilities:

- Willingness to support the Red Cross Mission
- Help ensure that all material inventories are adequately checked off, used, serviced, and accounted for, to include Chapter vehicles
- Help to maintain and improve the Chapter's response inventory to reach our Chapter Disaster Readiness Assessment (CDRA) level

Qualifications:

- Belief in the Red Cross Mission and fundamental principles
- Knowledge of warehousing and logistical principles
- Ability to track and manage current and future inventories

Position Title: Health Services Volunteer

Department: Emergency Services

Reports to: Emergency Services Director

Purpose: To help ensure that the functions of Health Services tasks and goals are completed in an efficient manner

Time Commitment: 6-8 hours per week, will vary in times of disaster

Key Responsibilities:

- Willingness to support the Red Cross Mission
- Help implement directions from the Disaster Services Committee
- Assist the liaison between the Red Cross and Public Health officials
- Participate in drills and exercises

Qualifications:

- Belief in the Red Cross Mission and fundamental principles
- Knowledge of Red Cross procedures
- Be a currently licensed health professional
- Good communication skills

Position Title: “Be Red Cross Ready” Instructor

Department: Emergency Services

Reports to: Emergency Services Director

Time Commitment: 10-20 hours per year

Job Description:

Instruct “Be Red Cross Ready” program to community groups in the Red Cross building, community or corporate sites

Key Responsibilities:

- Willingness to support the Red Cross Mission
- Organize class materials including video prior to class
- Supervise participants to ensure classroom safety
- Submit course records and evaluations according to American Red Cross standards
- Promote and represent Red Cross services and opportunities

Qualifications:

- Belief in the Red Cross Mission and fundamental principles
- Ability to work with diverse audiences
- Ability to work day, evenings, or weekends as necessary
- Reliable and on-time
- Ability to work well with people in groups, one-on-one, and in problem-solving situations
- Excellent verbal and written communication skills
- Past leadership experience or desire to develop leadership abilities
- Ability to lift and transport equipment