

# Volunteer Opportunities Include:

## PREPAREDNESS HEALTH & SAFETY SERVICES

- **CPR and First Aid Instructor**  
Teach First Aid and CPR at the local chapter. All training required to become an instructor is provided. Must be available to teach one class per month.

## DISASTER SERVICES

- **Disaster Relief Volunteer**  
Provide immediate assistance to victims of local and national disasters (such as fires, floods, tornados, etc.) through interviewing families and issuing individual assistance, providing mass feeding and sheltering. You may also work behind the scenes in logistics and reporting functions.

- **Disaster Action Team Member**

The American Red Cross prepares for and responds to disasters of all sizes 24 hours a day, 7 days a week, through its Disaster Action Teams (DAT). Always on call, DAT volunteers provide disaster relief to meet the emergency needs of people affected by house fires, storms, tornadoes, floods, transportation accidents, and man-made disasters. Assistance needed by clients is evaluated by case workers and may include shelter, food, clothing, emotional support, household items, prescription medication, and other critically needed items.

## SERVICE TO ARMED FORCES

- **Emergency Communication Caseworker**

Follow-up with local families who have received military emergency communication services from the American Red Cross to ensure that their needs were met.

- **SAF Briefing Volunteer**

Help ensure that military members are aware of Red Cross services available to them by speaking to groups and at meetings.

## INTERNATIONAL SERVICES

- **International Tracing/ Family Linking Caseworker**  
Help local residents make connections with family members around the globe! As part of the International Red Cross/Red Crescent Movement, our chapter assists clients with making connections with missing family members and acquiring important documentation.

## COMMUNICATIONS/PUBLIC AFFAIRS

- **Communications Volunteer**  
The Communications Department has a number of opportunities to work in media and community relations, Disaster Public Affairs (DPA), social engagement, public speaking, video production and photography.

### • Social Media

Be an online advocate and tell the mission of the Red Cross.

## BLOOD SERVICES

- For blood services volunteer opportunities, please [Click Here](#).  
For information about volunteering in Blood Services, please contact Ryan Ficken at [Ryan.Ficken@redcross.org](mailto:Ryan.Ficken@redcross.org) or by phone at 615-238-1682.



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Group / Activity / Position (GAP) Chart  
Disaster Cycle Services Job Tools

Operations Management (OM)	Red Cross Coordinating Officer Appointed - (OM/ /RCCO) Chief of Staff-Appointed - (OM/ /COS) Staff Advocate-Appointed - (OM/ /STA)		Elected Official Liaison (EOL)- Appointed - (OM/ /EOL)		Director (OM/ /DIR)		Deputy Director (OM/ /DD)		Generalist Manager (OM/GEN/MN)		Site Director (OM/GEN/SV)	
	Assistant Director Operations (OM/OPS/AD)		Assistant Director Workforce (OM/WF/AD)		Assistant Director Logistics (OM/LOG/AD)		Assistant Director Information & Planning (OM/IP/AD)		Assistant Director External Relations (OM/ER/AD)		Assistant Director Finance (OM/FIN/AD)	
INDIVIDUAL DISASTER CARE		RECOVERY		LOGISTICS		INFORMATION & PLANNING		EXTERNAL RELATIONS		FINANCE		
MASS CARE	RECOVERY (REC) Chief (CH)	Logistics (LOG) Chief (CH)	Disaster Services Technology (DST) Chief (CH)	Information & Planning/ GEN (MN, SA)	External Relations (ER) Chief (CH)	Finance Chief (FIN) (CH)						
Mass Care (MC) Chief (CH)	REC/Casework and Recovery Planning (CRP) (MN, SV, SA)	LOG/ Generalist (MN)	DST/Generalist Manager (MN)	IP/Disaster Assessment (DA) (MN, SV, SA)	Community Engagement & Partnerships (CEP) (CH, MN, SV, SA)	FIN/ Manager (MN)						
Mass Care Generalist (MN)	REC/Community Recovery (CMR) (MN, SV)	LOG/ Facilities (FAC) (MN, SV, SA)	DST/Networking (NT) (MN, SV, SA)	IP/Financial & Statistical Information (FSI) (MN, SV, SA)	Government Operations (GO) (CH, MN, SV, SA)							
MC/Feeding (FF) (MN, SV, SA)	REC/Systems (SYS) (MN, SV)	LOG/Warehousing (WHS) (MN, SV, SA)	DST/Customer Service (CS) (MN, SV, SA)	IP/Information Dissemination (ID) (MN, SV, SA)	Fundraising (FR) (MN, SV, SA)							
MC/Sheltering (SH) (MN, SV, SA)	REC/Generalist (SA)	LOG/Transportation (TRA) (MN, SV, SA)	DST/Communications (CM) (MN, SV, SA)	IP/Situation Unit (SU) (MN, SV, SA)	Public Affairs (PA) (CH, MN, SV, SA)							
MC/Distribution of Emergency Supplies (DES) (MN, SV, SA)		LOG/ In Kind Donations (IKD) (MN, SV, SA)	Staff Services (SS) Chief (CH)		PA/Advanced Public Affairs Team (APAT) (MN, SV, SA)							
MC/Reunification (REU) (MN, SV, SA)		LOG/ Supply (SUP) (MN, SV, SA)	SS/Generalist Manager (MN)									
		LOG/ Life Safety & Asset Protection (LSAP) (MN, SV, SA)	SS/Staff Planning & Support (SPS) (MN, SV, SA)									
		LOG/ Procurement (PRO) (MN, SV, SA)	SS/Staff Relations (SR) (MN, SV, SA)									
		RESPONSE	SS/Local Community Volunteers (LCV) (MN, SV, SA)									
		Response /Disaster Action Team (DAT) (MN, SV, SA)	SS/Event-Based Volunteers (EBV) (MN, SV, SA)									
			SS/Training (TR) (MN, SV, SA)									

## Group / Activity / Position (GAP) Chart Definitions

**Operations Management:** Responsible for providing operational oversight and direction to the disaster relief operation.

**Mass Care (MC):** Provides activities and services on a congregate basis to the community as a whole.

**Sheltering (SH):** Provides congregate care including safe sleeping accommodations for people displaced due to disaster.  
**Feeding (FE):** Provides snacks, meals, drinks and water using emergency response vehicles (ERVs) or other vehicles on routes within the impacted area or at a fixed location such as community center.

**Distribution of Emergency Supplies (DES):** Provides more than one item to more than one individual at one time. Traditionally, items have included clean up items, flashlights, food coolers, gloves, etc.

**Reunification (RE):** Provides human and technological resources to reconnect individuals as quickly as possible following a disaster.

### **Individual Disaster Care (IDC)**

**Disability Integration (DI):** Supports steady state and disaster response operations by assessing, monitoring and offering guidance on the accessibility of all facilities, programs and communications, to ensure equal access for all clients and staff.

**Disaster Health Services (DHS):** Provides health services interventions from licensed professionals that focus on assessment, care, support, comfort and education of individuals and communities experiencing disaster-related health needs and Red Cross workers.

**Disaster Mental Health (DMH):** Responds to the psychosocial and emotional needs of people affected by disaster, including Red Cross disaster workers.

**Disaster Spiritual Care (DSC):** Provides interfaith support, comfort and care to address spiritual needs of individuals impacted by disaster.

### **Response**

**Disaster Action Team (DAT):** Responds to the immediate disaster-related needs on a regional response, such as single-family and multi-family home fires.

**Recovery (REC):** Supports the disaster recovery of individuals, families, and communities through the activities of Casework and Recovery Planning, Systems and Reporting, and Community Recovery.

**Casework and Recovery Planning (CRP):** Assesses the needs of individuals and families and works with them in developing recovery plans, accessing community and government resources, providing advocacy, problem solving and direct client assistance.

**Recovery Systems Support (SYS):** Supports the delivery of standardized recovery services through advanced use of disaster data systems; developing routine reports, and providing analysis and accurate guidance on system usage. This activity works with CAS 2.0, CAN Tools and RC View. The activity includes work in Fiscal Review, Compliance and Monitoring, and CAS Account Authorizers.

**Community Recovery (CMR):** Provide information, support, technical assistance to recovery partners and work with long-term recovery groups, government, and non-profit organizations to support the long-term recovery efforts in affected communities.

**Logistics (LOG):** Provide a logistics system that is accountable, flexible and standardized in the acquisition and management of the wide variety of material, equipment, facilities and services required to provide quality service delivery in a timely manner.

**Facilities Management (FAC):** Manages the facilities and systems required to support the disaster relief operation. Facilities are accountable to look after and keep in good condition all appropriate resources.

**In-Kind Donations (IKD):** Fundraise for in-kind materials and supplies required for disaster operation.

**Warehousing (WHS):** Manages the inventory of materials and supplies required for the disaster operation. They distribute, transport and/or install, as appropriate, materials and supplies.

**Transportation (TRA):** Maintains the disaster relief operations fleet of vehicles including rental and national vehicles, tractor trailers, wheeled storage, refrigerated units and box trucks.

**Life Safety & Asset Protection (LSAP):** Ensures that the disaster operation environment is as safe and secure as is reasonably possible.

**Procurement (PRO):** Procures and/or replenishes purchased or in-kind materials and supplies required for the disaster operation.

**Supply (SUP):** Provides disaster relief operation with a conduit for gathering and disbursing supplies into disaster relief operations.

**Disaster Services Technology (DST):** Provides technology support to the DRO workforce. Deploys and supports technology equipment and personnel.

**Computer Operations (CO):** Installs and support Laptops and tablets in both wired and wireless environments, RCO manages the disaster operation server, printers, and disaster operation server user accounts and systems administration support.

OPS Group Activity Position (GAP) Chart V.6.0 2019.08.30

Networking (NT): Designs and installs network infrastructure, troubleshoots issues, monitors traffic and maintain network security. RNT provides wide area network (WAN) connectivity via satellite/Cradlepoint/third-party internet provider in wired and wireless environments.

Customer Service (CS): Receives and inventories all Disaster IT equipment, personnel management, and issues equipment to disaster operation staff. RCS provide users with technology orientation and provides and single point of contact for user support issues on an operation.

Communications (CM): Installs communications equipment (radios, antennas, repeaters, Smartphone, Satellite Phones, etc.) Supports, repairs and maintains communications equipment in the Red Cross vehicles and field units across the country, provide radio operators, and provides liaisons to amateur radio groups supporting the affected area.

**Staff Services (SS)**: Activities and services necessary to recruit and support needed staff, including event-based volunteers and ensures the ability of Red Cross to meet the needs of our clients on a disaster relief operation.

Local Community Volunteers (LCV): Responsible for recruiting, placing, processing, assigning and recognizing all local disaster responders and working with the EBV Lead to discuss when to open the DRO Shift Tool to engage local disaster responders who are unable to be assigned to the disaster operation.

Event-Based Volunteers (EBV): Responsible for recruiting and scheduling disaster event-based volunteers and local non-disaster volunteers to work on disaster relief operations.

Staff Relations (SR): Responsible for supporting supervisors and workers with issues on a disaster relief operation, investigating and providing recommendations, solutions, and the referral, when appropriate and in accordance with policy, for resolution of personnel issues and complaints.

Staff Planning & Support (SPS): Responsible for the coordination and fulfillment of staffing needs for all activities and support for visiting staff on a disaster relief operation. Training (TR): Provides orientation, training and tools to support the workforce in service delivery.

**Information & Planning (IP)**: Assessment and operational data required for effective management, including information about the scope of the disaster.

Disaster Assessment (DA): Gathers, analyzes, interprets, and distributes accurate and timely information about the extent of damage, impact, and scope of the incident. Information Dissemination (ID): Captures data and information from a multitude of sources to analyze, synthesize, organize into logical formats, and disseminate reports internally.

Financial and Statistical Information (FSI): Obtains accurate, timely and consistent statistical and financial information.

Situation Unit (SU): Responsible for the collection, processing and organizing of all incident information. The Situation Unit may prepare future projections of incident growth, maps and intelligence information. Within the Situation Unit lies the GIS functions (RC View mapping) and Power BI use.

**External Relations (ER)**: Coordination of information and services, and necessary liaison activities with, government and private agencies.

Government Operations (LG): Coordinates information sharing and services with local, state, federal, and tribal government partners, as well as internal Red Cross partners, for the benefit of disaster clients.

Community Engagement and Partnerships (CEP): Engages partners and other community stakeholders in service delivery, developing community resources, information sharing and coordination.

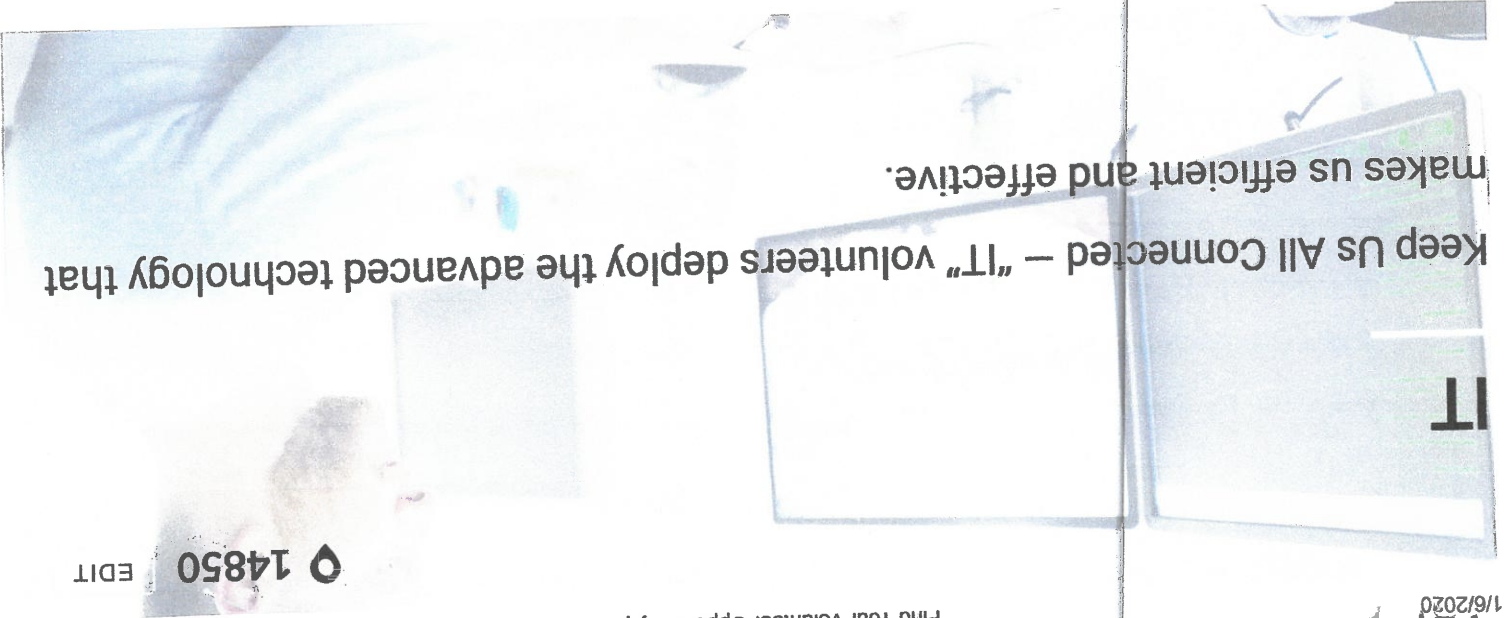
Fundraising (FR): Support various regional fundraising needs, develop a Disaster Fundraising strategy appropriate for the event, and implementation of the Disaster Fundraising plan.

Public Affairs (PA): Coordinating group that ensures all of our constituents — clients, donors, partners, volunteers, and the public — are fully informed about Red Cross activities. Provides external messaging, news releases, social media content, photos and stories, internal communications, and coordinates VIP visits. Pursues, captures, and maximizes media coverage. May represent the Red Cross in local, state and/or national Joint Information Center/Joint Operation Center (JIC/JOC).

Advanced Public Affairs Team (APAT): Specialized team that reports to national headquarters Communications Department, rather than the disaster relief operation Public Affairs work unit. Deployment may include national spokesperson working directly with national media outlets or story producer and/or working directly with contract video crew or photographer.

**Finance (FIN)**: Monitors the financial control environment including safeguarding of assets on a disaster relief operation. Finance provides assistance with financial tools and assists the operation in being cost efficient all while ensuring good stewardship of donor dollars.





Keep Us All Connected – "IT" volunteers deploy the advanced technology that makes us efficient and effective.

Your role could be to support the data systems that power disaster relief operations, assist Red Cross staff with day to day equipment and access issues, or help us develop and test apps and other digital tools that help families prepare for emergencies. You may not have direct interactions with people who need our help, but your technology skills will enable your fellow volunteers to be there for them.

## ABOUT THESE OPPORTUNITIES

The Red Cross has nearly 372,000 volunteers and more than 19,000 paid staff, serving in every state and U.S. territory as well as on military installations around the world. Working as one to advance our mission is made possible by our systems and networks.

If you are an IT professional or enthusiastic amateur, please consider lending your talents to the Red Cross. Relevant experience can include supporting/troubleshooting IT equipment or radio communications equipment, as well as familiarity with Microsoft Windows (7 and up) and

Microsoft Office (2007 and up). Problem solving skills, the ability to multi-task, and comfort in learning new systems are essential. Some of our IT positions must be done in person (such as installing hardware), but others would allow you to work from home (such as service desk support).

I volunteer as a User Support Specialist for Volunteer Connection which is the centralized volunteer management system for the American Red Cross. My role is to provide support to the thousands of volunteers and employees that use this system every day and to help them utilize the system in the most efficient manner. This role has allowed me to grow my skills while at the same time, helping an organization that helps people in need.



1/6/2020 :  
 Depending on the position, work location may be at a Red Cross facility or from your home. All necessary training will be provided.  
 Volunteers must be 18 or older OR have permission from a parent or guardian. A background check and photo ID are required for all adult volunteers.



The Volunteer Position template is designed to collect essential position information that will be posted on Volunteer Connection to help attract volunteers to this volunteer opportunity. A full list of standardized position descriptions is available on the [Volunteer Position Descriptions Index](#) on the Exchange. Return this completed form to your Regional Volunteer Services Team.

*\*If you open and edit this form using Google Chrome, you will need to Save as PDF in the Print Dialog box to save your form contents. You may also opt to open this form and complete in Adobe.\**

**Opportunity Details**

**Job Title**

Disaster Services Technology Team Member

**Purpose**

Provide Information Technology support for Disaster Services efforts in preparing for, responding to, or recovering from a disaster.

**Appointed by**

**Reports To/Partners With**

Disaster IT Field Operations/Regional Leadership

**FOCIS Category**

General Administration and Support

**Location(s)**

Region or Chapter/Territory

**Maximum Positions**

**Service Details**

Service Details are required for every position listed in Volunteer Connection. Please refer to the [Service Detail Directory](#) to ensure you are using valid Service Details.

**Service**

Disaster Cycle Services

**Service Area**

Disaster Services Technology

**Position Type**

**Position Sub-Type**



Opportunity Description

**Publish**

- Volunteer Connection
- Volunteer Match
- RCO

**Key Responsibilities**

- Install and support Computers, Printers, and other IT equipment following Disaster Technology Procedures (DTPs) and IT EUS policies/processes
- Install and support Communications equipment (e.g. Radios and Antennas)
- Help test and ensure Network and Internet connectivity
- Familiarize users with Red Cross IT hardware and software environments
- Inventory equipment and track its location or who it is assigned to
- Monitor and correct performance issues that impact workflow or Service Delivery

**Time Commitment**

Varies depending on regional projects and priorities

**Qualifications**

- Experience using and troubleshooting IT equipment (such as Laptops, Tablets, Smartphones, and printers ) and/or Radio Communications equipment
- Familiar with Microsoft Windows (7 and up) and Microsoft Office (2007 and up)
- Ability to follow written procedures and verbal instructions
- Ability to work as a team player
- Organizational skills: generally, ability to concentrate and multi-task in fast
- Disaster Cycle Services: An Overview (Required)
- Disaster Services Technology Overview (Required)
- EasyVista (Required)
- User Security and Privacy Training

**Training**

Red Cross Staff and Volunteers

**Relationships**

Ongoing

**Length of Appointment**

**Development Opportunities**

- Build professional relationship with local/National Red Cross Units
- Learn new professional skills
- Red Cross training (disaster, health and safety, etc...)

workshops are scheduled in the evenings starting at 8:00 PM EST. Chapters may offer this workshop in a classroom environment by either hosting one of the scheduled online workshops or using an authorized DST instructor to deliver the workshop. The recommended class size is a minimum of ten and a maximum of 20 participants.

**Instructor Requirements**

This workshop is taught by authorized DST instructors who have experience and knowledge of the Disaster Services Technology team on disaster relief operations. A list of available instructors is on the DST Volunteer Connection Global GroupShare or may be obtained by sending an email to [DST101@redcross.org](mailto:DST101@redcross.org).

**Materials and Equipment**

- Online workshop: individual participation
- Computer (desktop or laptop)
- Internet connectivity
- Telephone, with speakerphone or headset recommended
- A copy of the PowerPoint slides used in the online workshop is electronically sent to participants via email.
- Online workshop: classroom environment
- Computer (desktop or laptop) and LCD projector
- Internet connectivity
- Speakerphone for audio
- Email to [DST101@redcross.org](mailto:DST101@redcross.org) for workshop materials
- DST instructor-led: classroom environment
- Computer (desktop or laptop) and LCD projector
- PowerPoint presentation
- Instructor manual
- Participant materials

**Help / Contact Information**

Questions or comments concerning this course should be emailed to [DisasterTraining@redcross.org](mailto:DisasterTraining@redcross.org).

# Fact Sheet

Disaster Cycle Services

American Red Cross



**Disaster Services Technology: Communications Workshop**  
 DIS000025  
 Course Type: ILT  
 Course Level: Basic  
 Course Date: 5/1/2008  
 Fact Sheet Revised: 10/24/2016

**Description**  
 Disaster Services Technology Communications Workshop is a basic, instructor-led online workshop designed to introduce participants to the communications technologies deployed on disasters. It provides an overview of the roles and responsibilities DST Communications members have on a disaster relief operation. This workshop is one of seven short workshops in the Disaster Services Technology 101 (DST 101) series.

**Purpose**  
 The purpose of this workshop is to give the participant introductory knowledge of the Disaster Services Technology Communications activity.

**Learning Objectives**  
 Upon completion of this course, participants will be able to—

- Define the role of DST Communications on a disaster relief operation.
- Explain the knowledge, skills and abilities needed by DST Communications staff members.
- Describe the organization and content of response technology procedures.
- Summarize the two main areas of responsibility for DST Communications.
- Identify the basic communications technologies used on a disaster relief operation.

**Audience**  
 Employees and volunteers of the Red Cross who are interested in learning more about the Disaster Services Technology.

**Prerequisites**  
 Disaster Cycle Services: An Overview  
 Recommended:  
 Disaster Services Technology Overview Workshop (DIS000030)

**Length**  
 This course is 2 hours in length. Attendance of the entire course is required to earn a course certificate, which is sent electronically via email.

**Scheduling**  
 To participate, you must enroll in a scheduled online workshop within 24 hours of the workshop date. DST members may check the DST Volunteer Connection GroupShare for scheduling details. Others may send an