

Job Description – VRC Director

Your job is to oversee the operation of the Volunteer Reception Center. You will:

- Clearly designate one entrance and one exit
- Set up the room for efficient flow of volunteers and information
- Brief and assign tasks to staff and volunteers of the center
- Monitor the operation and make staffing changes when necessary
- Maintain all records of safety and job training provided to volunteers, and hours worked in the VRC by employees and volunteers
- Turn all records in to the Mid-Missouri VOAD/Boone County Office of Emergency Management weekly or at end of the activation

You should meet and thank all volunteers who help in the VRC and instruct them to sign in and out on the Volunteer Sign-in / Sign-out Record daily.

Items needed:

- ID badge
- Tables and chairs (see sample room layout for details)
- “Go Box” containing office supplies and forms to stock your VRC for the first 2-3 days
- Items on the Supplies and Equipment list

Job Description – Greeters

Ideally, you will be working with a partner, orienting volunteers inside and outside the volunteer entrance. Your job is to greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly.

- If they are there to volunteer, thank them, give them a “Volunteer Instructions” sheet and ask them to fill out a registration form. When the form is completed, direct them to the next available interviewer at Station #2.
- If they are media personnel, direct them to the Public Information Officer.
- If they are disaster survivors, refer them to the appropriate organization.
- If they have food, clothing, etc., to donate, refer them to the appropriate agency, unless it is food for the volunteer reception center staff. (For safety reasons, most Emergency Management departments do not accept unsolicited donations of food for their staff – Something to consider!)

If there is a long wait, some volunteers may not understand the reason and may become impatient. Please thank everyone for volunteering, briefly explain the process and ask everyone to be patient or to come back later.

Items needed:

- ID badge
- Sign (Station #1 Registration)
- Table or clipboards and chairs for volunteers to use for filling out their forms
- Supply of “Volunteer Instructions” handouts
- Supply of Disaster Volunteer Registration Forms
- Pens
- Flag or hat to summon runners

Job Description – Interviewers

Your job is to do a quick interview of the prospective volunteer and refer him to a job at an agency appropriate to his abilities and interests. Volunteer requests will be posted on a board in front of you (behind the volunteers being interviewed) and will be erased as they are filled. If the center has a computer system, you might also receive a printed list of the current needs.

When a new volunteer approaches, ask for his/her registration form. With the volunteer, verify its completeness and accuracy, and use it as a guide from which to inquire more about the volunteer's skills. At the conclusion of the interview, keep his registration form. When the volunteer accepts an assignment, complete a Referral form filling in all information requested, give it to the volunteer and instruct him to report to Data Coordination (Station #3).

Before signaling the Greeter that you are ready for another interview, take a minute to jot down in the "Notes" section anything about the volunteer you feel is important, that the volunteer did not include on his registration form (a special skill, an obvious physical limitation, etc.) If your center decides to use the blind field labeled "Office Use Only*," check the appropriate box. Place his registration form in the bin or file.

Key points to remember are:

- Disaster registration differs from a "normal" volunteer intake – there is less time to try to fit each volunteer into an ideal assignment.
- Refer the volunteer on the spot if possible – it may be impossible to contact him later. If the volunteer has special training or unusual skills that you think might be needed soon, ask him to wait in the sitting area and to check the volunteer request board for new requests for their specialized skills.
- Be sure to watch for volunteers who would work well in the Volunteer Reception Center.
- It is likely that some volunteers will exhibit the stress of the disaster – an extra measure of patience and understanding is needed.
- You may be called upon to train volunteers to assist with the interviewing.

**The VRC Director should determine appropriate use of the "Office Use Only" field, with input from the local ESF-15 lead agency. It is intended to provide a customizable "blind" field in which special information can be noted about volunteers. If, for future referral of that volunteer, it would be helpful to know his general level of ability to work independently, boxes 1-5 could be coded: 1. Learns quickly, able to supervise the activities of others; 2. Would work well independently, good decision making skills; 3. Needs some supervision and assistance with decision making; 4. Needs close or constant supervision; and 5. Has a mental, physical or emotional limitation to consider in making a referral.*

Job Description – Interviewers (cont'd)

Items needed:

- An ID badge for each interviewer
- Two tables and eight chairs (see VRC floor plan)
- Sign (Station #2 Interviews)
- Supply of Referral forms
- Pens
- Flag or hat to summon runners
- Bin or file for maintaining Volunteer Registration Forms

Job Description – Data/Agency Coordinator

Your job is to match the Referral forms to the Requests and to close out the Requests when they have been filled or are no longer needed. You may have to call an agency contact to clarify the agency's Request. When you speak with an agency contact, record the information on the Request form in the section called "Follow-up Contacts with Requesting Agency."

When a volunteer brings you his Referral form, enter his name and the date of the referral on the Request form to which he was referred. Place your initials on his Referral form. If you have time, call the agency contact to let him know who or how many volunteers have been referred. Confirm with the agency contact whether you should continue referring volunteers or close out the request. When a request has been filled, raise your flag or put on the hat to call a runner and ask him to remove that request from the board.

If a volunteer who has been interviewed but not referred approaches your station, thank them for coming and ask them to please wait in the sitting area in the center of the room.

Enter the date and reason the request was closed (completed, no longer needed, etc.) at the bottom of the Request form. If your Requests for Volunteers have been entered into a database, be sure to enter the date and reason the Request was closed as soon as possible. Place open Requests in one file and closed Requests in the other, in either numerical order or alphabetically by agency.

Items needed:

- An ID Badge for each staff member
- Sign (Station #3 Data Coordination)
- Two tables and four chairs
- Phone
- Two sets of files – one for open Requests and one for closed out Requests
- Pens
- Computer, if available, networked to the computers at the Phone Bank station
- Flag or hat to summon runners

Job Description – Phone Bank Staff

You will be handling two types of calls, those from agencies requesting volunteers and those from people wanting to volunteer. The information you record about each call must be complete and in sufficient detail to facilitate matching volunteers to the needs.

When you receive a call from an agency, fill out a Request for Volunteers form while you are speaking with the agency caller. If there is a computer available for entering the needs into a database, Data Entry staff should enter the need as soon as possible.

Next, call a runner by raising the flag at your station. Ask the Runner to post the volunteer request on the dry erase board in view of the Interviewers (Station #2) and then to give the Request for Volunteers form to the Data Coordinator (Station #3).

When people call to volunteer, thank them and give them the following registration options:

- If they choose to register on line or by fax, they will be e-mailed or called to discuss possible assignments and given further instructions. If the caller represents a group that wishes to volunteer together, ask them to be patient while you determine where they can be of most help. It might take one day or several to match them with a need, especially if they are coming from out of town. Post the caller's inquiry on the board behind the Phone Bank.

When a match (a mission) is found for that volunteer, e-mail or call them back and schedule a time for them to come to the VRC to sign their on-line registration form, pick up their referral form and ID bracelet(s), and attend a safety briefing. Make sure that the volunteer's on-line registration form is waiting with the Interviewers (Station #2) on their arrival date.

- If they choose to register in person at the VRC, they will be given instructions when they arrive.

Items needed:

- An ID Badge for each staff member
- Sign (Phone Bank)
- Supply of Request for Volunteers forms
- Push pins or masking tape
- Two tables and four chairs
- Phones
- Pens
- Flag

Job Description – Data Entry

Your job is to enter the information from the volunteer Registration and Request for Volunteers forms into the database so that the county has an accurate record of who participated in the recovery effort, what kinds of work they performed and when. The computer will assign a number to each Registration and Request, which must also be hand-written on the paper forms.

After the initial influx of volunteers has subsided, you may have time to begin entering the referrals recorded on the Request forms and to close out the completed Requests. As needed by VRC staff, print updated lists of the unfilled Requests and ask a Runner to distribute copies to Phone Bank staff, Data Coordination, Interviewers and, if requested, the VRC Director.

Even if you are familiar with the software being used by the VRC, please ask for a brief orientation before beginning your first shift. Accuracy is more important than speed. The information you enter will be used to determine the amount of money the county will receive from the Federal Government as a result of the disaster.

If you have difficulty using the computer, please ask for help immediately. Do not attempt to fix the problem yourself.

Items needed:

- An ID Badge
- One table and two chairs
- Printer
- Pens
- Flag
- One or more computers (multiple computers should be networked to provide all users access to information on the status of volunteer requests and the availability of volunteers.)

Job Description – Volunteer ID Staff

Ask if the volunteer for his/her Referral form. If they have not been referred, thank them for coming and ask them to please wait in the sitting area in the center of the room.

Clearly write on the white portion of an ID wristband the name of the volunteer, dates he/she will be working, and the name of the agency to which the volunteer was referred, as shown on their Referral form. Place the ID wristband securely on the volunteer's wrist.

Explain to the volunteers that the ID will be “good” only for the date(s) written on the band. Authorities will not permit them to enter any of the disaster impacted areas on any other day, without a current ID wristband. If volunteers plan to work more than one day, you may write the beginning and ending dates of their service. Thank them for coming and direct them to Station #5 Safety Training.

If you need assistance, please raise your flag or put on the hat to summon a Runner.

Items needed:

- An ID Badge
- Two tables and four chairs
- Sign (Station #4 Volunteer I.D. Tags)
- Supply of volunteer ID wristbands
- ID bracelet tool, if required
- Markers
- Scissors
- Flag or hat to summon runners

Job Description – Safety Trainers

(Your job is to brief all new volunteers on what to expect at their job sites, how to be safe while volunteering and how to take good care of themselves after their experience. When a small group has gathered, thank the volunteers for offering to help. Pass around a clipboard with an attendance sheet and check to be sure that all participants have signed it.

Read the entire Safety Training sheet slowly, emphasizing the importance of following supervisors' instructions at the worksite. Encourage everyone to attend a debriefing, if available, at the end of their shift. Ask if there are any questions. If a question arises to which you do not know the answer, put on the hat to summon a runner. Ask the runner to summon the VRC Director or other VRC staff to answer the question.

Some volunteers will be required to take additional training for their particular work. Direct those volunteers to where that training is provided. When your briefing is concluded, explain where the volunteers should meet the transportation to their worksites, if transportation is provided.

File the attendance sheet for each class in the folder and turn them in to the VRC Director daily. If the content of your safety briefing changes (new material is added or safety instructions change), staple a copy of the new safety training script to the attendance sheet of the first class in which the new script was used. Maintenance of these records is important to help protect the Coordinating Agency and local disaster officials from liability, should a volunteer be injured on the job.

Items needed:

- An ID Badge
- Sign (Station #5 Safety Training)
- 10 or more chairs, preferably in a semi-circle so participants can see one another
- Clipboard with attendance sheets
- Pen
- Stapler
- Flag or hat to summon runners
- List of additional training required by specific worksites, training locations and instructors
- A supply of Safety Training handouts

Job Description – Runners

Your job is to carry information from one station to another within the VRC. When a station needs you to pick up forms, restock their supplies or escort a volunteer from one place to another, they will signal you by raising a flag or putting on a hat at their station.

Please watch carefully for this signal and respond promptly, in order to keep the information and volunteers moving smoothly through the registration and referral process.

When you are asked to post a new Volunteer Request on the board, be sure to use only the markers provided and write neatly and large enough so that the interviewers can see the requests clearly. After posting the request on the board, give the Request form to the Data Coordinator (Station #3).

Items needed:

- An ID Badge
- Dry erase marker or water soluble marker (depending on the type of board available)
- Dry eraser or damp sponges

(IF APPLICABLE, POST AT STATION 5 – SAFETY BRIEFING)

If exercise time allows, please “re-invent” yourself as a new volunteer with a different set of skills, a different age, etc. to give the “staff” more practice.

You only need to attend a safety briefing once.

(IF APPLICABLE, POST AT STATION 1 – REGISTRATION)

Please fill out a Disaster Volunteer Registration form completely, using your real name, contact information, etc.

If time allows we will do a second round of play. For the second round please “re-invent” yourself as a different volunteer, filling out a new form with only your new name and new skills.