

Appendix A

Job Descriptions

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Volunteer Rights

Volunteer Rights All volunteers have the right to:

- Be treated with respect.
- Expect confidentiality of their personal information.
- Be appreciated.
- Receive proper training for any task assigned.
- To feel safe in their volunteer environment.
- Liability protection during operation of Volunteer Reception Center ([ORC 5502.281](#)).

**Liability
Protection
Ohio Revised
Code
5502.281(C)**

“A volunteer registered under this section is not liable in damages to any person or government entity in tort or other civil action, including an action upon a medical, dental, chiropractic, optometric, or other health-related claim or veterinary claim, for injury, death, or loss to person or property that may arise from an act or omission of that volunteer. This division applies to a registered volunteer while providing services within the scope of the volunteer’s responsibilities during an emergency declared by the state or political subdivision or in disaster-related exercises, testing, or other training activities, if the volunteer’s act or omission does not constitute willful or wanton misconduct.”

**Registration
Definition
4501:3-7-01 (A)**

Ohio Administrative Code 4501:3-7-01 (A)

To be registered as a volunteer under section 5502.281 of the Revised Code, an individual must:

- (1) Be no less than eighteen years of age;
- (2) Complete the "[Volunteer Application](#)" (2017); and
- (3) Be willing to submit to a comprehensive background check administered by the Ohio bureau of criminal investigation or other designated agency;
 - (a) Background checks will be at the discretion of the affiliated registered volunteer organization;
 - (b) During a response incident, a local government authority may also request a background check.

**Removal of
Volunteer Status
4501:3-7-01 (B)**

Ohio Administrative Code 4501:3-7-01 (B)

Removal of registered volunteer status. A volunteer shall lose their registered volunteer status if:

- (1) The status was obtained through false or deceitful information;
- (2) The registered volunteer engages in conduct detrimental to the goals and/ or missions of the recognized volunteer organization, or conduct that is inconsistent with an emergency and/or disaster-related exercises, testing, or other training activities; or
- (3) The registered volunteer fails to maintain compliance with any of the requirements under paragraph (A) of this rule.

Staff Volunteer Responsibilities

Volunteer Code of Conduct	<p>Volunteers and staff will conduct themselves in a responsible manner, which includes maintaining the confidentiality of all information they are privileged to. In accordance with the following Code of Conduct, volunteers and staff will:</p> <ul style="list-style-type: none">● Maintain confidentiality of all information they hear and observe.● Be honest.● Be responsible and considerate of the time they agree to work.● Respect all others, regardless of their personal values/standards.● Follow directions/assignments of the VRC Manager or designee.● Comply with a mandated background check.● Participate in training and exercise drills.● Not talk to the media but rather direct them to the VRC Manager.● Be responsible for their commitment of time they have agreed to assist in the VRC.● Not participate in any form of discriminatory harassment. <p><i>Discriminatory harassment is any type of harassing conduct that is based on someone's race, color, sex, national origin, age, religion, veterans' status, or disability. This includes sexual harassment.</i></p>
Volunteer Eligibility	<p>To be eligible to serve, VRC Volunteers must:</p> <ul style="list-style-type: none">● Be at least 18 years of age, unless granted permission to work within the VRC by the VRC Manager.● Provide photo identification.● Have an approved background check.● Complete all training and orientation.● Participate in follow-up training and exercise drills.● Be free of drugs and alcohol.
Organized Independent Group Volunteers	<p>This is an affiliated group of volunteers, which may be youth, social, faith-based or task-specific (such as tree trimmers or landscapers) that have been pre-approved by their group and trained to perform specific types of duties. Upon their arrival at the VRC, one Representative of the group will follow the VRC protocol and process the entire group through the VRC area. This Representative must provide a complete list of names of the people in the group and must complete the Independent Group Form. This form will be obtained in the Registration Area of the VRC. This must be completed entirely and the Representative will go to the Assignment area for their assignment for the day. The Independent Group Form is good for the current day of operation only.</p>
Fax or Email	<p>Note: The Independent Group Form may be faxed to the group if they are requested by Emergency Management, the VRC Manager or other VRC partner agency.</p>

VRC Support Operations

Support Functions	Other positions indicated on the Sample Floor Plan include staff that do not deal directly with unaffiliated volunteers.
Off Limit Areas	When determining a layout for a VRC for a specific facility, VRC staff should designate areas on the floor plan to be accessible only by VRC staff. These areas can be marked with the VRC Sign Pack .
Supply Area	This area should be located in a separate room that can be accessed only by the VRC staff.
Staff Break Area	A Break Area is available for staff. The kitchen or designated area will be used to provide ice, water (hot and cold), coffee and food for the VRC staff. Food will be provided by an outside agency and served from the break area. Staff must keep the break area clean at all times.
Medical/Social Work	Stress is a reality in dealing with disaster and emergency situations. Persons who may not be suited to work in emergencies may respond to offer assistance in crisis situations. The MRC may provide a volunteer for medical and/or mental situations that could arise in the VRC.

Volunteer Call Back

Call Back	Call Back is a shortened check-in process for those spontaneous volunteers being called to respond to perform a task on the days following their original registration. This could include calling volunteers to assist in tasks relevant to their 'experience information' section of the Registration Application. Return visits to the VRC do not require the completion of another Registration Application, unless there are changes in the status. The Health Questionnaire must be reviewed and signed by the spontaneous volunteer and witnessed by a VRC Staff.
Call Back Protocol	The Assignment Room team will organize the planning and logistics of making calls to volunteers, spontaneous and staff, for any tasks to be filled on any following days of the event. This may be done during the hours of operation if time permits; or at the close of the VRC for the day.

Greeters Job Description (Minimum 1)

- Welcome people with a friendly and firm demeanor, determining the purpose of their visit and directing them accordingly.
- Greeters direct volunteers to sign-in and give them the Registration Packet or direct them to FastTrack (ie: MRC, Red Cross, CERT).
- For spontaneous volunteers ask them to fill out a Registration Packet in the waiting area and direct them to the next available interviewer when ready.
- Always thank all citizens for participating with the VRC efforts.
- For media personnel, signal a Runner to escort them to the Public Information Officer. No one is permitted inside the VRC without escort.
- If they are disaster victims, refer them to the appropriate response organization or location.
- If a visitor would like to donate food, clothing, etc., unless it is authorized food for the VRC Staff, donations will be managed in accordance with the County's Emergency Operations Plan (EOP).
- If there is a long wait, some volunteers may not understand the reason and become impatient. Please thank everyone for volunteering, briefly explain the process and ask everyone to be patient or to come back later. Seating will be available in the waiting area.
- External greeters may be used to direct volunteers into the VRC as well.

Items Needed

- ☐ VRC Staff ID Badge/Vest
- ☐ Station Sign (**Registration**)
- ☐ 2 Tables & chairs for volunteers to use while completing registration forms
- ☐ Clipboards (in case there is an overflow, these can be used while prospective volunteers are waiting in line)
- ☐ Supply of Volunteer Instructions handouts
- ☐ Supply of Disaster Volunteer Registration Forms
- ☐ Flag (to summon a Runner)

Runner Job Description (Minimum 1)

When a Station has forms to be carried to another Station; needs additional supplies; or an escort to accompany an approved visitor, they will signal for a Runner by raising the flag at their Station.

- Runners carry information from one Station to another within the VRC.
- It is important to watch for this signal (flags) and respond promptly. This will help to keep information and volunteers moving smoothly through the registration and referral process. It also reduces traffic and commotion within the VRC.
- Runners may assist at any station within the VRC upon assignment.
- Runners may assist the Phone Bank/Writer by placing completed Request for Volunteers Form on the Request Board located at the Interview Station.
- When written on Board, take the Request for Volunteers Form to Data Entry Coordinator
- Escort FastTrack volunteers to stations for immediate processing, if required.

Items Needed

- ☐ VRC Staff ID Badge/Vest
- ☐ Flags
- ☐ Dry Erase Request Board
- ☐ Dry Erase Markers
- ☐ Whiteboard Eraser

Interviewer Job Description (Minimum 1 VRC and 1 MRC)

- When a volunteer has completed their paperwork a runner or greeter will escort them to the interviewer as necessary.
- Interviewers review the registration form and ask potential volunteers questions about their abilities, competencies, and skills and for clarifications on the registration form.
- Interviewers describe volunteer opportunities to potential candidates.
- Interviewers sign “interviewed by” line on Registration Form and complete Notes section with any pertinent information (special skills, obvious physical limitation) & keep form at end of interview. (Forms will be picked up periodically by runners and given to Data Entry).
- Interviewers review the Request Board for matches.
- Erase requests on request board as they are filled and fill out referral form copies for the candidate, VRC database, and agency they are being placed at making sure to initial forms.
- Interviewers determine if a match is available and if so refer volunteer to data/agency coordination station with filled referral form. If there is not a match the interviewer refers the candidate to wait at the VRC seating area or to go home and wait for call-back protocol.
- If the candidate is matched for a future assignment, they still need to go to a data/agency coordination station with a filled referral form and through training/placement before leaving VRC.
- If the Interviewer has reservations about a candidate, signal the runner that the Mental Health professional or Medical professional (Risk Management) is needed for further screening. NOT every applicant is suitable for disaster volunteer response involvement.
- During the interview if the interviewer determines a volunteer possesses any medical training they will be directed to the MRC staff personnel for interview and checking credentials. The MRC staff personnel will then assign and provide the volunteer with any required forms. Once assigned, the MRC volunteer will then follow the regular process, such as signing the Oath and Waiver, Safety Briefing, etc. Depending on the urgency of the volunteer request, the MRC volunteer may be processed ahead of non-medical volunteers. A Runner will then be used to escort the MRC volunteer to each station.
- It is likely that some volunteers will exhibit the stress of the disaster – an extra measure of patience and understanding is needed.
- Watch for volunteers who would be effective working in the Volunteer Reception Center.
- You may be called upon to train additional volunteers to assist with the interviewing process.

Items Needed

- ☐ VRC Staff ID Badge
- ☐ Sign (**Interviews**)
- ☐ Pens and Office Supplies
- ☐ Supply of Referral Forms
- ☐ Two tables and 8 chairs that will allow four interviewers to sit across from the four new volunteers they are interviewing and still see the available volunteer tasks on the Request Board.
- ☐ Bin or file to keep the Volunteer Registration Forms

Phone Bank Coordinator/Writer Job Description (Minimum 1)

During an emergency a number of calls will come to the VRC. The Phone Bank Coordinator will handle these calls.

- Phone Bank Coordinator/Writer will receive calls from EOC and agencies requesting volunteers.
- Phone Bank Coordinator/Writer will quickly take down information for assignments on the Request for Volunteers Form and give it to the Runner to be placed on the Request Board.
- Phone Bank Coordinator/Writer will not register any volunteers calling in over the phone, but will refer the volunteers to come to VRC site for further instruction or will refer them to media coverage with this information. Remember the PIO is the only position that will give information about the status of the VRC, positions, or the disaster to anyone.
- Phone Bank Coordinator/Writer will call back EOC or agencies to clarify any positions in question or to report any filled positions to these agencies. (Data Entry Coordinator may also help with this task).
- When a Phone Bank Coordinator/Writer speaks with an agency contact, record the information on the Request for Volunteers Form in the section called "Follow Up Contacts with Agency."
- If there is a loss of power and telephones are not in service, communication between agencies requesting volunteers and the VRC will be facilitated by amateur radio operators. The VRC will need to request the services of HAM operators from the EOC.

Data Entry Coordinator Job Description (Minimum 1)

The volunteer presents Referral Forms to the Data Entry Coordinator in the Data/Agency Coordination Station after being placed with a volunteer position from the Interviewer.

- Data Entry Coordinator records the referral.
- Data Entry Coordinator records both Referral Forms and their matching Request for Volunteers form into the VRC database. Once both forms are in the database for a volunteer the request is closed out in the database.
- The Data Entry Coordinator communicates, when needed, with the phone bank/writer who contacts the requesting agency or organization so that, when the need has been met, the request can be closed out or the Data/Entry coordinator may contact the agency directly if the Phone Bank/Writer is busy.
- When the Data Entry Coordinator speaks with an agency contact, record the information on the Request for Volunteers Form in the section called “Follow Up Contacts with Agency.”
- If a volunteer, who has been interviewed, but not referred, approaches your station, thank him/her for coming and ask him/her to wait in the sitting area in the center of the room.
- When forms are brought to Data Entry
 - Find Request for Volunteers Form in the Open Request File
 - Enter volunteer’s name, date of the Referral on the “Volunteers Referred” section of the Request for Volunteers Form
 - Find the Request for Volunteers Form in the OPEN REQUESTS file
 - Initial the DATA COORD box on the Disaster Volunteer Referral Form. (The volunteer keeps the Referral Form.)
 - If there is time, contact 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. (Phone Bank Coordinator/Writer may also do this).
 - When the Request has been filled, raise the flag to alert a Runner to remove the Request from the Board.
 - Enter the date and reason the Request for Volunteers was closed (completed; no longer needed etc) at the bottom of the Request for Volunteers Form
 - File the Request for Volunteers Form in the CLOSED REQUESTS file for data entry.
 - Keep files in consistent order either alphabetical or by request number.
 - If Data entry is on-site, file in bin for later entry.

Items Needed

- ☐ VRC Staff ID Badge
- ☐ Sign (Data/Agency Coordination)
- ☐ Two tables and 4 chairs
- ☐ Two bins: (milk crates with hanging files) Labeled *OPEN REQUESTS & CLOSED REQUESTS*
- ☐ Telephone
- ☐ Pens
- ☐ Computer, if available, networked to the Phone Bank Station if needed
- ☐ Flag

Oath & Waiver Administration (Legal & Risk Management) Job Description (Minimum 1)

This Station does not need to be a separate one. The Release/Waiver of Liability forms will be used for all volunteers, the Ohio Revised Code 5502.30 may be used for certain tasks at the direction of the County EMA. In the absence of the Shelby County EMA director or deputy director, a currently licensed Notary Public for the State of Ohio may administer the Loyalty Oath. If the Shelby County EMA agrees to accept responsibility for the unaffiliated volunteers, the following process will be required.

- Each volunteer must read and sign the Informed Consent, Waiver and Release Agreement prior to reporting to their assigned Work Site.
- Check that all volunteers present have completed the Registration, the Interview process and have the Referral Forms initialed by VRC Staff after the Interview, and Data/Agency Coordination.
- Wait until 6 to 8 volunteers are assembled to begin the session.
- Pass around a clipboard with an attendance sheet and check that EACH volunteer signs it.
- Distribute a copy of the Informed Consent, Waiver and Release Agreement to each volunteer. Direct them to read it thoroughly.
- Respond to any question raised.
- Ask that each volunteer complete the Agreement by printing full name, dating and signing the Agreement.
- For individuals requiring the Loyalty Oath
 - Distribute a copy of the OATH to each volunteer if written forms are provided for that purpose or give the oath verbally, noting completion on the attendance sheet. If a form is provided, volunteers must fill in the form and sign.
 - Initial all OATHS and Consent, Waiver Forms; staple the Attendance Sheet to the forms and place in file for that day.
- Return the completed forms to the County EMA on a daily basis.

Items Needed

- ☐ VRC Staff ID Badge
- ☐ Sign (Oath & Waiver Administration)
- ☐ Clipboard with attendance sheets (use 1 per group)
- ☐ Pen
- ☐ Supply of Informed Consent, Waiver and Release Agreement forms for the appropriate County Emergency Management Volunteer Program
- ☐ Supply of OATH ([Ohio Revised Code Section 5502.34](#)) forms
- ☐ 10 (or more) chairs arranged in semi-circle so participants see each other
- ☐ Flag to signal Runner

Safety Trainer Job Description

Safety briefings will be held to orient 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. At an actual disaster, the Safety Briefing will relate to the immediate situation.

- Wait until a group of 6 to 8 volunteers assembles to begin the session.
- Thank the volunteers for their offers of help.
- Pass around a clipboard with an attendance sheet and check to be sure that each participant signs it.
- Read the ENTIRE Safety Training information slowly, emphasizing the importance of following supervisor's instructions at the work site.
- Encourage everyone to attend a DEBRIEFING if available, at the end of the shift.
- Ask if there are any questions. If a question arises to which you do not know the answer, raise the flag and ask a Runner to summon the VRC Director, VRC Manager or other appropriate staff to answer the question.
- When briefing is completed, initial the SAFETY BRIEF box on volunteer's Referral Forms
- Direct volunteer to Volunteer ID Area.
- **NOTE:** If the content of the safety briefing changes (new material is added or safety instructions change) Please staple a copy of the new safety training script to the attendance sheet of the FIRST class in which the script was used. Maintenance of these records is important to help protect the CA, the volunteers and local disaster officials from liability, in case a volunteer is injured on the job or causes injury to others or damage to property.

Items Needed

- ☐ VRC Staff ID Badge
- ☐ Sign (**Safety Briefing**)
- ☐ Clipboard with attendance sheets (use 1 per class)
- ☐ Pen
- ☐ Supply of Safety Training handouts
- ☐ Stapler
- ☐ 10 or more chairs arranged in a semi-circle so participants see each other.
- ☐ List of additional training(s) required by specific work sites, including training locations and instructors.
- ☐ Flag

Volunteer Identification Job Description

VRC ID Staff attach the approved credential (identified here as ID Badge) to each volunteer containing the volunteer's name, the agency or referral site and the date(s) the volunteer is to work. Wristbands will be used for Identification.

- Ask if the volunteers have been referred to a volunteer position yet. If not yet referred, thank them for coming and ask them to wait in the sitting area in the center of the room.
- If volunteer has been referred:
 - Review the Referral Forms for necessary information for the ID Badge.
 - Write the name of the volunteer, date(s) that the volunteer will work and the name of the agency/organization placement on the ID Badge.
 - Place the ID Badge securely on the volunteer.
 - Explain to the volunteer that the ID will be good ONLY for the date(s) written on the ID Badge. Authorities will not permit them to enter any of the disaster recovery areas on any other dates without a current ID Badge. If volunteers plan to work more than one day, you may write the beginning and end dates of their service.
 - Thank them for coming and direct them to Special Training, if appropriate or Exit to a volunteer activity.

Items Needed

- ☐ ID Badge
- ☐ Two tables & 4 chairs
- ☐ Sign (Volunteer ID)
- ☐ Supply of volunteer ID wristbands (Tyvek wristbands)
- ☐ ID bracelet tool (if needed)
- ☐ Permanent markers
- ☐ Scissors
- ☐ Flag

Specific Job Training

Volunteers may need additional training for a specific task. Placed volunteers may be asked to wait for training that can be scheduled at posted designated times.

- Skilled personnel will provide specialized training as needed.
- File the signed attendance sheet for each class in a folder and turn the folders in to the VRC Director or VRC Manager daily.
- **NOTE:** For each specific training, please staple a copy of the training script to the attendance sheet or Referral Form copy for VRC.

Items Needed

- ☐ VRC Staff ID Badge
- ☐ Clipboard with attendance sheets (use 1 per class)
- ☐ Pen
- ☐ Stapler
- ☐ 2 chairs, table
- ☐ Flag

Work-Site Supervisor's Job Description

Volunteers will report to an On-Site Supervisor staffed from the requesting agency with the following responsibilities:

- Maintain a supply of Work Site Sign-in/Sign-out Record forms at each volunteer work site. It is important that each volunteer sign in/out, particularly noting arrival and departure times. At a minimum, each volunteer's name, address, telephone number and emergency contact should be registered.
- Conduct a briefing as each group of volunteers arrives. The briefing should include information regarding the location of the work site, safety concerns specific to the work site, hours to be worked, the assignment for each volunteer, insurance or risk management and the eligibility for workers' compensation benefits if they should be injured.
- Assign volunteers to types of work that match their skills. This step is critical to preventing injuries and minimizing the risks to volunteers and the county.
- Have all volunteers read, complete and sign a release of liability unless the county EMA waives this requirement. Volunteers registered with the Volunteer Reception Center will already have signed a completed release of liability on their Disaster Volunteer Registration form, but should sign the sign-in sheet each day as well.
- At the end of each shift, turn in all volunteer sign-in sheets to a designated supervisor, who will turn them in to the county EMA.

Contractor Registration Worker Job Description

This station will be a separate line through the VRC and activated as needed. The **JURISDICTION HAVING AUTHORITY** will utilize their own employees to staff this station for the express purpose of verifying or registering spontaneous contracting seeking to enter into the disaster zones and perform emergency or repair work for residents and businesses. Workers will:

- Ensure registered contractors are provided with appropriate security passes for area of work.
- Register spontaneous contractors who have arrived in the area to perform emergency work for citizens and business.
- Coordinate and track contractor locations within the restricted areas
- Other services as dictated by current **JHA** policy and procedures.

Items Needed

- ☐ **JHA** Staff ID Badge & VRC Staff ID Badge
- ☐ Sign (**Contractor Registration**)
- ☐ Various Office Supplies
- ☐ Flag to Signal Runner
- ☐ Computer
- ☐ Telephone
- ☐ Table and Chairs

Public Information Officer Job Description (Minimum 1)

The Public Information Officer is the ONLY VRC staff member to interact with the media about the Center's operation. All information is to be approved by the County EMA Director and coordinated with the VRC Director prior to release to the media. All media personnel arriving at the VRC are to be escorted to and accompanied by the Public Information Officer at all times.

Items Needed

- ☐ VRC Staff ID Badge or Vest with PIO Insert
- ☐ Sign (**Public Information**)
- ☐ Various Office Supplies
- ☐ Computer
- ☐ Mobile Phone and Charger
- ☐ Table and Chairs

Data Entry Job Description (Minimum 1)

- Support Data/Agency Coordination and Data Entry Coordinator
- Data entry staff enters the Request for Volunteers and the Volunteer Registration Forms into the database. These records provide the County with an accurate record of who participated in the recovery effort, what kinds of work they performed and when.

Items Needed

- ☐ VRC Staff ID Badge for each Computer Staff member
- ☐ One table & chairs
- ☐ Computer with appropriate software for recording both volunteers and placements
- ☐ Printer, extra ink cartridge
- ☐ Pens
- ☐ Flag
- ☐ If more than one computer is used, they should be networked to provide all users access to information on the status of both Volunteer Requests and the availability of volunteers.