

Volunteer Job Descriptions

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Project Overview

1. Expand the pool of potential unaffiliated spontaneous volunteers (USVs) with an innovative program to recruit major local employers to assist in soliciting USVs.
2. Enhance the Volunteer Houston experience by creating a short-term disaster page that directs USVs to immediate recovery opportunities.
 - a. Generic Job Descriptions
 - b. Disaster Page
 - c. OEM On site
 - i. Launch requests for USVs
 - ii. Maintain website
3. Establish protocols for deploying USVs with VOADs and NGOs responding to disasters, including notification and feedback.
 - a. Training
 - b. Deployment
4. Assist the VOADs and NGOs with capacity building to support more USVs.
 - a. Great volunteer experience (VOAD Education)
 - b. Volunteer Team Leaders
 - c. Volunteer Managers?
 - d. Commitment to standards

VOAD & VH + USV

Planning for support at the short-term sites + USV

Well thought out, commitment to a positive volunteer experience, POD, roles (blue sky); leverage existing VOADs

Muck and Gut Team Volunteer

Join a team to help families clean up after water damage. You will help save their belongings and remove damaged things like some furniture, wet carpet or damaged sheetrock. This prepares the house for drying, repairs, and rebuilding. Volunteers must be physically strong, work well with others, stay safe, and be kind to those affected.

Skills, Knowledge, Abilities



Physical Strength: Be able to lift, carry, and move heavy items (30-50 pounds) like debris, furniture, and cutting and removing drywall.



Tools: Tools are not required, but volunteers are encouraged to bring their own if they have them.



Teamwork: Be able to work well with a team and follow the team leader's instructions and meet the team's goals, even in tough and emotional situations.



Problem Solving: Able to think fast and solve problems.



Safety: Be committed to following safety rules and wearing protective gear (PPE) to keep yourself and others safe.



Age: Must be at least 18 years old. Those who are 16 or 17 can volunteer with a guardian.



Compassion: Be kind and caring, ready to listen and help disaster survivors with respect, patience, and understanding.

Personal Protective Equipment (PPE) You will Provide

- Required (without these, you will be moved to a different role that you can do safely).
Closed-toed shoes (boots with steel toes and ankle support are highly recommended); long pants; work gloves
- Highly recommended (really good ideas)
long-sleeved shirt; hat; sunscreen; mosquito repellent; face masks, goggles

Training You Will Receive

- Safety Briefing, How to Muck and Gut

Typical Organizations You Might Volunteer With

Tarping Team Volunteer

As a Tarping Team Volunteer, you will put temporary tarps on one-story roofs of limited pitch to protect homes from water damage after natural disasters. This job is physically demanding and requires teamwork, following safety rules, and working on roofs or ladders.

Skills, Knowledge, Abilities



Physical Strength: Be able to lift, carry, and move heavy items (30-50 pounds) like ladders, tarps and tarping supplies.



Compassion: Be kind and caring, ready to listen and help disaster survivors with respect, patience, and understanding.



Teamwork: Be able to work well with a team and follow the team leader's instructions and meet the team's goals, even in tough and emotional situations.



Working at Heights: Be willing to work on a roof and use ladders safely.



Safety: Be committed to following safety rules and wearing protective gear (PPE) to keep yourself and others safe.



Age: Must be at least 18 years old. Those who are 16 or 17 can volunteer with a guardian but can only help with ground operations.



Tools: Tools are not required, but volunteers are encouraged to bring their own if they have them.

Personal Protective Equipment (PPE) You will Provide

- Required (without these, you will be moved to a different role that you can do safely).

Closed-toed, non-slip, rubber-soled shoes (boots with steel toes and ankle support are highly recommended); long pants; work gloves

- Highly recommended (really good ideas)
long-sleeved shirt; hat; sunscreen; mosquito repellent

Training You Will Receive

- Safety Briefing, How to Tarp a Roof, Ladder Safety

Typical Organizations You Might Volunteer With

Chainsaw Team Volunteer Sawyer

A volunteer chainsaw operator (Sawyer) cuts and clears fallen trees and debris while being supervised by a team leader who focuses on safety and teamwork. They cut the trees into smaller pieces so other team members can move them. Volunteer chainsaw operators also clean tools and help with final site cleanup when needed.”

Skills, Knowledge, Abilities



Chainsaw Experience: Volunteer chainsaw operators must have experience using chainsaws and be able to use them safely. The team leader will check their skills, and only those approved by them may operate a chainsaw.



Teamwork: Be able to work well with a team and follow the team leader’s instructions and meet the team’s goals, even in tough and emotional situations.



Physical Strength: Be able to lift, carry, and move heavy items (30-50 pounds) like heavy logs and branches, and standing for a long time.



Compassion: Be kind and caring, ready to listen and help disaster survivors with respect, patience, and understanding.



Dangerous Areas: Be able to work safely in dangerous areas with fallen trees, debris, and possibly unstable buildings.



Sawyers should bring their own chain saws and PPE.



Safety: Be committed to following safety rules and wearing protective gear (PPE) to keep yourself and others safe.



Age: 18 years old, adults only

Personal Protective Equipment (PPE) You will Provide

- Required (without these, you will be moved to a different role that you can do safely).
Closed-toed, non-slip, rubber-soled shoes with steel toes and ankle; long pants; chainsaw gloves; chainsaw helmet and visor; ear protection; safety glasses; chainsaw chaps or trousers; high visibility clothing
- Highly recommended (really good ideas)
Respiratory protection

Training You Will Receive

- Safety Briefing, Advanced Chainsaw training as required

DRAFT TGCROAD Disaster Volunteer Job Descriptions

Typical Organizations You Might Volunteer With

Chainsaw Team Volunteer - Swamper

A volunteer chainsaw swamper helps chainsaw operators by clearing debris, moving logs, and keeping the area safe. The team leader supervises swampers. As a swamper, you will move debris, branches, logs, and tree cuttings the home to the curb or dumpster. You will also help with cleanup tasks, like sweeping and organizing the debris.

Skills, Knowledge, Abilities



Physical Strength: Be able to lift, carry, and move heavy items (30-50 pounds) like heavy logs and branches, and standing for a long time.



Teamwork: Be able to work well with a team and follow the team leader's instructions and meet the team's goals, even in tough and emotional situations.



Dangerous Areas: Be able to work safely in dangerous areas with fallen trees, debris, and possibly unstable buildings.



Compassion: Be kind and caring, ready to listen and help disaster survivors with respect, patience, and understanding.



Safety: Be committed to following safety rules and wearing protective gear (PPE) to keep yourself and others safe.



Tools are not required, but swampers are encouraged to bring their own PPE, if they have them.



Age: 18 years old, adults only.

Personal Protective Equipment (PPE) You will Provide

- Required (without these, you will be moved to a different role that you can do safely).
Closed-toed, non-slip, rubber-soled shoes with steel toes and ankle support; long pants; chainsaw gloves; chainsaw helmet and visor; ear protection; safety glasses; chainsaw chaps or trousers; high visibility clothing.
- Highly recommended (really good ideas)
Respiratory protection

Training You Will Receive

- Safety Briefing

Typical Organizations You Might Volunteer With

Documentation Coordinator Volunteer

As a documentation coordinator volunteer, you will help organize and keep track of disaster response activities. Your job includes making sure data is correct, keeping records of resources and volunteers, creating reports, helping with post-disaster reviews, and keeping clear records to help with recovery plans.

Skills, Knowledge, Abilities



Handling Data: Good at keeping lots of data and documents organized so they can be easily found, tracked, and updated when needed.



Administrative Experience: Having experience in office work, organizing records, or managing data can be helpful but isn't required. Knowing about disaster management or helping in emergencies is a bonus.



Attention to Detail: Very careful attention to detail to make sure all documents are correct, complete, and have no errors.



Sensitive Information: Able to handle sensitive information responsibly and make sure privacy and confidentiality are always protected.



Communication: Able to talk and work well with disaster response teams, volunteers, and partners to get important information and keep everyone updated about what documents are needed.



Problem Solving: Able to think fast and solve problems with document tracking, data entry, or sharing information.



Digital Skills: Comfortable using digital tools like spreadsheets, databases, document systems, and cloud storage. Knows how to use Microsoft Office (Excel, Word) or similar programs.



Age: 18 years old, adults only

Training You Will Receive

- Safety Briefing, Training on documentation and processes

Typical Organizations You Might Volunteer With

DRAFT TGCROAD Disaster Volunteer Job Descriptions

Disaster Center Volunteer

As a Disaster Center Volunteer, you help people and families at assistance centers by making sure the place is safe and welcoming. Your tasks include setting up the center, handing out supplies, guiding new visitors, offering support, keeping the area clean, working with staff and other volunteers, and helping people with special needs. It's important to follow safety rules while meeting people's needs and keeping things running smoothly.

Skills, Knowledge, Abilities



Compassion: Be kind and caring, ready to listen and help disaster survivors with respect, patience, and understanding.



Responsive: Able to quickly understand a survivor's situation and connect them to the right resources fast.



Communication: Able to talk and work well with disaster survivors who might be very stressed and come from different backgrounds, team members, volunteers, staff and other partners to support individuals and families.



Able to welcome, talk, and work well with people from different backgrounds, showing respect and understanding for their cultures.



Teamwork: Be able to work well with a team and follow the team leader's instructions and meet the team's goals, even in tough and emotional situations.



Basic First Aid: Knowing some first aid or being willing to learn so you can help with small injuries or health problems.



Physical Strength: Be able to lift, carry, and move heavy items (30-50 pounds) to assist with center set up, cleaning, demobilizing, moving supplies, standing and walking long distances.



Background Check Required: The Organization you volunteer with will perform a background check.



Language: Fluency in non-English languages highly desired.



Age: 18 years old, adults only.

Training You Will Receive

- Safety Briefing, Training on processes

Typical Organizations You Might Volunteer With

Disaster Resource Navigator

Position Overview

As a Volunteer Disaster Resource Navigator, you help people affected by disasters get the resources they need to recover. Your job includes helping survivors find services like shelter, food, financial aid, and basic needs assistance. You guide them through applying for assistance and connect them with people who can help. You'll keep a list of available programs up to date, give emotional support to those in need, and check in to make sure they can access the help. You'll also work with relief teams to distribute resources and share feedback with the Disaster Response Coordinator on what's missing.

Skills, Knowledge, Abilities



Communication: Great at speaking and writing and able to explain complicated processes and resources in a simple, clear, and caring way.



Able to handle sensitive information responsibly and make sure privacy and confidentiality are always protected.



Responsive: Able to quickly understand a survivor's situation and connect them to the right resources fast.



Attention to Detail: Very careful attention to detail to make sure documents are complete and error free.



Compassion: Be kind and caring, ready to listen and help disaster survivors with respect, patience, and understanding.



Language: Fluency in non-English languages highly desired.



Resourceful: Knowing about disaster relief programs, government help, and community services. (not required.)



Background Check Required: The Organization you volunteer with will perform a background check.



Problem Solving: Able to think fast and solve problems.



Age: 18 years old, adults only.

Training You Will Receive

- Safety Briefing, Process Briefings

Typical Organizations You Might Volunteer With

Point of Distribution Volunteer

Position Overview

A Point of Distribution (POD) Volunteer helps give out important supplies like food and water during emergencies. They work at special locations and have important jobs like keeping the line organized, handing out supplies the right way, checking how much is left, and keeping records. They also answer questions from people and help set up and take down the site during emergencies.

Skills, Knowledge, Abilities



Giving clear instructions to people on what to do and answering their questions. Organizing and keeping the movement of people and supplies running smoothly.



Safety: Be committed to following safety rules and wearing protective gear (PPE) to keep yourself and others safe.



Physical Strength: Be able to lift, carry, and move heavy items (30-50 pounds) boxes of food, bags of ice, and bottled water.



Teamwork: Be able to work well with a team and follow the team leader's instructions and meet the team's goals, even in tough and emotional situations.



Standing: Able to work for a long time, including standing.



Age: Must be at least 18 years old. Those who are 16 or 17 can volunteer with a guardian but can only help with ground operations.



Compassion: Be kind and caring, ready to listen and help disaster survivors with respect, patience, and understanding.

Personal Protective Equipment (PPE) You will Provide

- Required (without these, you will be moved to a different role that you can do safely).
Closed-toed shoes (boots with safety toes and ankle support are highly recommended); long pants; work gloves
- Highly recommended (really good ideas)
long-sleeved shirt; hat; sunscreen; mosquito repellent; high visibility clothing

Training You Will Receive

- Safety Briefing, Process Briefing

Typical Organizations You Might Volunteer With

DRAFT TGCROAD Disaster Volunteer Job Descriptions

Disaster Customer Service Volunteer

Position Overview

As a Disaster Customer Service Volunteer, you will help people affected by disasters by being a direct contact for them. Your main tasks include answering questions, sharing information about resources, keeping records of what people need, and offering emotional support. You will also help communicate important updates and work with disaster teams to give effective support. You'll need problem-solving skills to handle customer service issues and give feedback to improve services. You might help in person or by phone.

Skills, Knowledge, Abilities



Great at speaking and writing, able to explain difficult information in a clear and caring way.



Able to talk and work well with people from different backgrounds, showing respect and understanding for their cultures.



Compassion: Be kind and caring, ready to listen and help disaster survivors with respect, patience, and understanding.



Good at using computers, databases, and customer service programs. It's also helpful to know how to use email, phone, and chat tools.



Responsive: Able to quickly understand a survivor's situation and connect them to the right resources fast.



Able to handle sensitive information responsibly and make sure privacy and confidentiality are always protected.



Problem Solving: Able to think fast and solve problems making sure residents can access the help they need.



Background Check Required: The Organization you volunteer with will perform a background check.



Able to keep accurate records and track cases, making sure all information is current and correctly written down.



Age: 18 years old, adults only.



Language: Fluency in non-English languages highly desired.

Training You Will Receive

- Safety Briefing, Process Briefing

Typical Organizations You Might Volunteer With

Post-Disaster Canvassing Volunteer

Position Overview

As a Post-Disaster Canvassing Volunteer, you will help people affected by disasters by going through neighborhoods to check on them. Your job includes finding out what residents need, sharing information about recovery help, and connecting them to volunteer groups. It's important to give emotional support and follow safety rules.

Skills, Knowledge, Abilities



Able to talk and work well with team members and disaster survivors to engage with disaster survivors and provide clear, helpful information.



Walking: Able to walk for a long time through tough areas and handle changes like bad weather or sudden plan changes.



Compassion: Be kind and caring, ready to listen and help disaster survivors with respect, patience, and understanding.



Physical Strength: Be able to lift, carry, and move heavy items (30-50 pounds), like boxes of food, bottles of water, and bags of ice.



Responsive: Able to quickly understand a survivor's situation and connect them to the right resources.



Teamwork: Be able to work well with a team and follow the team leader's instructions and meet the team's goals, even in tough and emotional situations.



Resourceful: Knowing about disaster relief programs, government help, and community services. (not required.)



Safety: Be committed to following safety rules and wearing protective gear (PPE) to keep yourself and others safe.



Attention to Detail: Very careful attention to detail to make sure client information is accurately entered.



Background Check Required: The Organization you volunteer with will perform a background check.



Language: Fluency in non-English languages highly desired.



Age: Must be at least 18 years old. Those who are 16 or 17 can volunteer with a guardian.

Personal Protective Equipment (PPE) You will Provide

- Required (without these, you will be moved to a different role that you can do safely).
 - Cell phone
- Highly recommended (really good ideas)

DRAFT TGCRRVOD Disaster Volunteer Job Descriptions

Comfortable shoes, weather-appropriate clothing, hat, sunscreen, mosquito spray, personal water bottle.

Training You Will Receive

- Safety Briefing, Process Briefing

Typical Organizations You Might Volunteer With

Post-Disaster Feeding Volunteer

Position Overview

As a Post-Disaster Feeding Volunteer, you will help disaster survivors, volunteers, and first responders by preparing and handing out food and drinks. Your main tasks include running food serving stations, keeping food safe and clean, making sure the area stays tidy, and helping keep track of supplies. You'll provide kind service, listen to those affected, and follow safety rules. Working as a team is important, so you'll need to communicate well with other volunteers and the unit leader. You'll also help with planning and making sure food is given out smoothly while handling any needs that come up.

Skills, Knowledge, Abilities



Communication: Able to talk and work well with disaster survivors who might be very stressed and come from different backgrounds, team members, volunteers, staff and other partners to support individuals and families.



Standing: Able to work for a long time, including standing, serving, and handling food or supplies in a busy setting.



Teamwork: Be able to work well with a team and follow the team leader's instructions and meet the team's goals, even in tough and emotional situations.



Environment: Ability to work in a fast-paced and dynamic environment, adjusting to changing conditions and priorities.



Food Safety: Able to handle food safely by following the right steps to keep things clean and hygienic.



Compassion: Be kind and caring, ready to listen and help disaster survivors with respect, patience, and understanding.



Safety: Be committed to following safety rules and wearing protective gear (PPE) to keep yourself and others safe.



Age: Must be at least 18 years old. Those who are 14 to 17 can volunteer with a guardian.

Personal Protective Equipment (PPE) You will Provide

- Required (without these, you will be moved to a different role that you can do safely).
- Highly recommended (really good ideas)

Comfortable shoes, cap (or hairnet), weather-appropriate clothing, hat, sunscreen, mosquito spray, personal water bottle.

Training You Will Receive

- Safety Briefing, Process Briefing

Typical Organizations You Might Volunteer With

Post-Disaster Warehouse Volunteer

Position Overview

As a Post-Disaster Warehouse Volunteer, you will help organize and hand out relief supplies. Your job includes sorting donations, putting together supply kits, and keeping track of inventory to help people affected by disasters. You'll check that donated items are in good condition, keep inventory records updated, and help load and unload supplies. You'll also make sure the warehouse stays clean and safe while working with other volunteers. Teamwork, good organization, and physical strength are important, especially during the early days of recovery.

Skills, Knowledge, Abilities



Physical Strength: Be able to lift, carry, and move heavy items (30-50 pounds), like moving supplies through the warehouse.



Attention to Detail: Very careful attention to detail to make sure client information is accurately entered.



Standing: Able to work for a long time, including standing.



Safety: Be committed to following safety rules and wearing protective gear (PPE) to keep yourself and others safe.



Organization Skills: Able to organize and manage supplies well in a busy environment.



Age: Must be at least 18 years old. Those who are 14 to 17 can volunteer with a guardian.



Teamwork: Be able to work well with a team and follow the team leader's instructions and meet the team's goals, even in tough and emotional situations.

Personal Protective Equipment (PPE) You will Provide

- Required (without these, you will be moved to a different role that you can do safely).
Closed-toed shoes, steel/safety-toes recommended, long pants
- Highly recommended (really good ideas)
hat, sunscreen, mosquito spray.

Training You Will Receive

- Safety Briefing, Process Briefings

Typical Organizations You Might Volunteer With

Volunteer Phone Agent for Crisis Cleanup

Position Overview

Crisis Cleanup is a disaster help platform that connects people who need cleanup with volunteer groups. As a Volunteer Phone Agent, you will be the main contact for survivors, asking for important details like what they need and where they are. Your tasks include answering hotline calls, entering information into the system, and explaining how the cleanup works. You will also keep their information private. Your role is important for making sure survivors get the support they need quickly during disaster recovery.

Skills, Knowledge, Abilities



Communication: Great at speaking and writing, able to stay calm, understanding, and professional, even in stressful situations.



Commit to a Regular Schedule: Able to stick to a regular schedule of shifts but also flexible to work more when disaster response gets busier.



Multi-tasking: Able to handle several phone calls at once while staying focused and entering data accurately.



Compassion: Be kind and caring, ready to listen and help disaster survivors with respect, patience, and understanding.



Comfortable using digital tools and applications on the internet.



Attention to Detail: Very careful attention to detail to make sure client information is accurately entered.



Responsive: Able to quickly understand a survivor's situation and connect them to the right resources fast.



Language: Fluency in non-English languages highly desired.



Volunteers should have access to a computer and broadband internet and be comfortable using online apps.



Remote Work from Home



Language: Fluency in non-English languages highly desired.



Age: 18 years old, adults only.

Training You Will Receive

- Crisis Cleanup online training

Typical Organizations You Might Volunteer With

FILTERS (In any order)

Geography

By locale (county, zip code(s) or linear distance from rally point

Job Description

Muck and Gut Team Volunteer, Tarping Team Volunteer, Chainsaw Team Volunteer Sawyer, Chainsaw Team Volunteer Swamper, Documentation Coordinator Volunteer, Disaster Center Volunteer, Volunteer Phone Agent for Crisis Cleanup, Post-Disaster Warehouse Volunteer , Post-Disaster Feeding Volunteer, Post-Disaster Canvassing Volunteer, Disaster Customer Service Volunteer, Points of Distribution Volunteer, Disaster Resource Navigator

Age

18+ (adults only), 16-17 with a guardian

Service Preference

Monday-Friday, Saturday, Sunday,
All day, Morning, Afternoons, Evenings

List of available shifts

Remote or In-Person

OPPORTUNITIES TO SERVE

Opportunity 1	Opportunity 2	Opportunity 3
about organization 1	about organization 2	about organization 2
Choose Me!	Choose Me!	Choose Me!

Processing Unaffiliated Spontaneous Volunteers

<i>immediate and automatic</i> Unaffiliated Spontaneous Volunteer (USV) confirmed, thanked, and next steps outlined via email or text by Volunteer Houston
<i>immediate and automatic</i> Volunteer Houston notifies the organization via email or text
<i>ASAP - less than 24 hours</i> Organization contacts the USV to welcome them, answer questions and confirm service details and other registration requirements including any online training required via email or text or phone informs USV
Training by Volunteer Houston Online training (Volunteer Houston or Organization) On site Training
Safety Brief On Site Training and Service
Feedback on the Volunteer Experience

Project Status

1 COMPLETE

~~Review Jobs for Completeness~~

~~2 COMPLETE~~

~~Modify as required~~

3 END OF FEBRUARY

Recruit VOADs and NGOs
(and modify as required)

4

Determine what will be communicated to the Unaffiliated Spontaneous
Volunteer at each step

5

Develop onboarding processes
(Volunteer Houston and VOAD/NGOs)

6

Reporting successful first and second volunteer completions

Volunteer Feedback

Volunteer Hours

Identify new Affiliated Volunteers

