



Disaster Volunteer Job Descriptions

18 November 2025



Volunteer Job Descriptions

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Muck and Gut Team Volunteer

Assignment

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.

Required Knowledge, Skills, and 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



Tarping Team Volunteer

Assignment

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.

Required Knowledge, Skills, and 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 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

Chainsaw Team Volunteer Sawyer

Assignment

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.

Required Knowledge, Skills, and 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

Chainsaw Team Volunteer - Swamper

Assignment

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.

Required Knowledge, Skills, and 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

Documentation Coordinator Volunteer

Assignment

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.

Required Knowledge, Skills, and 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.



Handle 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

Disaster Center Volunteer

Assignment

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.

Required Knowledge, Skills, and 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 supports individuals and families.



Welcoming: 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



Disaster Resource Navigator

Assignment

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.

Required Knowledge, Skills, and Abilities



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



Handle sensitive Information: 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

Point of Distribution Volunteer

Assignment

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.

Required Knowledge, Skills, and Abilities



Give Clear Instructions: 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

Disaster Customer Service Volunteer

Assignment

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.

Required Knowledge, Skills, and 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.



Computer Skills: 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.



Handle Sensitive Information: 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.



Accurate Record Keeping: 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

Post-Disaster Canvassing Volunteer

Assignment

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.

Required Knowledge, Skills, and 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)
 - Comfortable shoes, weather-appropriate clothing, hat, sunscreen, mosquito spray, personal water bottle.

Training You Will Receive

- Safety Briefing, Process Briefing

Post-Disaster Feeding Volunteer

Assignment

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.

Required Knowledge, Skills, and Abilities



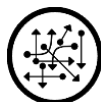
Communication: Able to talk and work well with disaster survivors who might be very stressed and come from different backgrounds, team members, volunteers, staff and other partners to support individuals and families.



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.



Fast-paced 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



Post-Disaster Warehouse Volunteer

Assignment

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.

Required Knowledge, Skills, and 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



Volunteer Phone Agent for Crisis Cleanup

Assignment

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.

Required Knowledge, Skills, and Abilities



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



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



Computer Skills: Comfortable using digital tools and applications on the internet.



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



Access to Personal Computer and WiFi: Volunteers should have access to a computer and broadband internet and be comfortable using online apps.



Language: Fluency in non-English languages highly desired.



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.



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



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



Language: Fluency in non-English languages highly desired.



Remote Work from Home



Age: 18 years old, adults only.

Training You Will Receive

- Crisis Cleanup online training



Disaster Center Logistics Support

Assignment

The Logistics Support role is responsible for the physical setup, organization, and upkeep of multiple centers during or after a disaster. Team members in this role focus on moving and stocking supplies, setting up equipment, maintaining safe and clean spaces, and providing support for crowd flow and center operations. This role is labor-intensive and requires physical stamina, teamwork, and attention to safety protocols.

Key Responsibilities

<u>Set Up & Tear Down</u>	<ul style="list-style-type: none"> Assemble and arrange tables, chairs, cots, signage, and other equipment. Adjust layouts as directed to ensure efficient use of space.
<u>Supply Management</u>	<ul style="list-style-type: none"> Move, stock, and restock supplies such as food, water, hygiene kits, and other essential items. Monitor supply levels and notify supervisors when restocking is needed.
<u>Cleanliness & Safety</u>	<ul style="list-style-type: none"> Maintain safe walkways and clean common areas. Report hazards, damage, or safety concerns to supervisors.
<u>Operational Support</u>	<ul style="list-style-type: none"> Assist with crowd flow and line management during busy periods. Provide basic directions to residents when needed. Support other logistical needs as assigned.

Required Knowledge, Skills, and Abilities

- Ability to lift, carry, and move supplies (up to 40 lbs.)
- Ability to stand or walk for extended periods.
- Basic understanding of safety procedures for lifting, moving, and working in crowded environments.
- Teamwork and willingness to take direction.
- Adaptability to changing assignments in a fast-paced environment.
- Cultural awareness and sensitivity when engaging with diverse population

Work Environment and Physical Demands

- Work involves physical labor, lifting, and moving supplies.
- May require working in crowded, noisy, or high-stress settings.
- Work may occur in facilities without climate control.
- PPE such as gloves, masks, and sanitizer will be provided.

What to Expect

- Shifts may be up to 12 hours, including nights, weekends, or holidays.
- Flexibility is required to adjust to changing needs.
- Meals may be provided, but staff should bring personal comfort items, water, and snacks.
- Personnel work under a designated lead and should follow the chain of command.



Disaster Center Greeter Support

Assignment

The Greeter serves as the first point of contact for individuals impacted by disasters. This role is responsible for welcoming survivors, asking a few structured, pre-identified questions to assess immediate needs, and directing them to the appropriate service area for assistance. Greeters also help manage the flow of people, provide updates on wait times, and ensure that survivors feel acknowledged and supported from the moment they arrive.

This position requires strong interpersonal skills, clear communication, and the ability to remain calm and professional in a high-stress environment. Assigned roles, responsibilities, and schedules may change depending on operational needs and evolving conditions.

Key Responsibilities

<u>Greeting & Initial Screening</u>	<ul style="list-style-type: none"> Welcome survivors and ensure they feel acknowledged upon arrival. Use an HCOHSEM-provided script to ask 2–3 needs-based questions.
<u>Triage & Direction</u>	<ul style="list-style-type: none"> Direct survivors to the correct service station based on their needs. Provide clear instructions, maps, or signage to guide survivors through the process.
<u>Queue & Flow Management</u>	<ul style="list-style-type: none"> Manage waiting areas and explain estimated wait times. Support smooth crowd flow and escalate concerns to supervisors when needed.
<u>Support & Escalation</u>	<ul style="list-style-type: none"> Escalate cases that require immediate or urgent attention according to protocol. Refer survivors to Registration and Documentation Support staff for formal registration or case documentation.

Required Knowledge, Skills, and Abilities

<ul style="list-style-type: none"> Strong verbal communication and active listening skills. 	<ul style="list-style-type: none"> Basic problem-solving skills to redirect or escalate as needed.
<ul style="list-style-type: none"> Ability to engage with individuals in distress in a calm and supportive manner. 	<ul style="list-style-type: none"> Cultural awareness and sensitivity when engaging with diverse populations
<ul style="list-style-type: none"> Willingness to follow scripts and established protocols for consistency. 	<ul style="list-style-type: none"> Ability to work collaboratively in a fast-paced, high-volume environment.

Work Environment and Physical Demands

<ul style="list-style-type: none"> Role may be in-person or virtual, depending on assignment. 	<ul style="list-style-type: none"> May require working in crowded, noisy, or high-stress settings.
<ul style="list-style-type: none"> Role in-person; may include both indoor and outdoor environments. 	<ul style="list-style-type: none"> PPE (masks, gloves, sanitizer) will be provided as needed.
<ul style="list-style-type: none"> Involves standing or walking for extended periods while assisting survivors. 	

What to Expect

- Shifts may be up to 12 hours and may include nights, weekends, or holidays.
- Personnel work under a designated lead and should follow the chain of command.
- Staff may be required to remain on-site during severe weather or emergencies.
- Training includes script practice, station overview, and escalation protocol.



Disaster Center Registration and Documentation Support

Assignment

The Registration and Documentation staff supports disaster response efforts by helping survivors complete service forms and by keeping accurate records. This includes entering survivor needs into official systems, collecting daily activity logs from staff and volunteers, and submitting summary reports to site leadership. The role requires balancing direct support to survivors with careful documentation. Confidentiality must be maintained while working in a fast-paced and sometimes high-stress environment.

Key Responsibilities

<u>Survivor Intake & Data Entry</u>	<ul style="list-style-type: none"> • Assist survivors in completing service registrations using approved systems (e.g., iSTAT, Connective, Crisis Cleanup). • Ensure accuracy and completeness of survivor information. • Escalate complex cases or urgent needs according to protocol.
<u>Documentation & Records Management</u>	<ul style="list-style-type: none"> • Collect and review daily operational logs, including supplies distributed, service counts, and volunteer hours. • Ensure all documentation and reporting is accurate organized. • Submit daily summaries of key data to the site lead. • Support incident reporting by organizing files and ensuring accessibility for staff and leadership. • Assist in compiling documentation for audits, evaluations, and future planning.
<u>Coordination & Support</u>	<ul style="list-style-type: none"> • Work closely with site staff, volunteers, and coordinators to ensure documentation requirements are met. • Provide technical assistance to volunteers or staff completing intake forms or logs.

Required Knowledge, Skills, and Abilities

<ul style="list-style-type: none"> • Strong attention to detail and accuracy in data entry. 	<ul style="list-style-type: none"> • Commitment to maintaining confidentiality and protecting sensitive information.
<ul style="list-style-type: none"> • Ability to communicate clearly and compassionately with survivors and team members. 	<ul style="list-style-type: none"> • Ability to organize large volumes of data and prepare concise daily reports.
<ul style="list-style-type: none"> • Familiarity with capturing and recording basic information on paper or digitally. 	<ul style="list-style-type: none"> • Flexibility to adapt to changing needs and priorities in a disaster environment.
<ul style="list-style-type: none"> • Cultural awareness and sensitivity when engaging with diverse populations. 	

Work Environment and Physical Demands

<ul style="list-style-type: none"> • Role may include both in-person and virtual assignments. 	<ul style="list-style-type: none"> • Work may occur in shared or fast-paced environments with frequent interruptions
<ul style="list-style-type: none"> • Involves extended periods of sitting, computer use, and documentation work. 	<ul style="list-style-type: none"> • May require working in crowded, noisy, or high-stress settings.
<ul style="list-style-type: none"> • May involve light lifting (boxes of documents or supplies up to 20 lbs). 	<ul style="list-style-type: none"> • PPE (masks, gloves, sanitizer) will be provided as needed.

What to Expect

- Shifts may be up to 12 hours, including nights, weekends, or holidays.
- Staff may be required to remain on-site in the event of severe weather or emergencies.
- Personnel work under a designated lead and should follow the chain of command for reporting and safety issues.
- Training will include hands-on system use, confidentiality protocols, and reporting procedures.



Disaster Center
Customer Service and Resource Support

Assignment

The Customer Service & Resource Support role provides survivors with clear information on available programs, services, and next steps throughout disaster operations. Team members in this role answer general questions, explain program processes, provide printed or digital guides, and support survivors by setting clear expectations. This role may also include conducting scripted follow-up calls to check for unmet needs and escalating cases as necessary.

Personnel in this role serve as a bridge between survivors and service stations, ensuring consistent messaging and efficient direction of survivors while protecting sensitive information. Assigned roles, responsibilities, and schedules may change depending on operational needs and evolving conditions.

Key Responsibilities

Program Information & Guidance	<ul style="list-style-type: none"> • Explain available services such as shelters, feeding sites, and community support locations where survivors can receive supplies, information, or assistance. • Answer basic program and process-related questions. • Provide printed guides, maps, or “what happens next” resources.
Survivor Support & Referral	<ul style="list-style-type: none"> • Set expectations for next steps clearly and compassionately.
Call Center & Follow-Up Support	<ul style="list-style-type: none"> • Conduct scripted follow-up calls. • Document call outcomes and escalate urgent issues or service gaps.
Consistency & Documentation	<ul style="list-style-type: none"> • Use program talking points, call scripts, and escalation steps to ensure clear, consistent communication. • Maintain confidentiality when handling survivor information.

Required Knowledge, Skills, and Abilities

<ul style="list-style-type: none"> • Strong verbal communication and active listening skills. 	<ul style="list-style-type: none"> • Ability to document interactions accurately and escalate when appropriate.
<ul style="list-style-type: none"> • Ability to explain services and processes in clear, simple language. 	<ul style="list-style-type: none"> • Cultural awareness and sensitivity when working with diverse populations.
<ul style="list-style-type: none"> • Basic customer service skills, including patience, empathy, and professionalism 	<ul style="list-style-type: none"> • Comfort working in both in-person and virtual/call center environments.
<ul style="list-style-type: none"> • Willingness to follow scripts, talking points, and referral protocols for consistency. 	

Work Environment and Physical Demands

<ul style="list-style-type: none"> • Role may be in-person or virtual, depending on assignment. • Primarily sedentary (sitting, typing, or phone use), though may involve walking around service sites. 	<ul style="list-style-type: none"> • May require working in temporary or non-traditional environments. • PPE (masks, gloves, sanitizer) will be provided as needed.
<ul style="list-style-type: none"> • May require working in crowded, noisy, or high-stress settings. 	

What to Expect

- Shifts may be up to 12 hours, including nights, weekends, or holidays.
- Staff may be asked to remain on-site in the event of severe weather or emergencies.
- Personnel should follow the chain of command and escalate questions, safety concerns, or urgent issues through supervisors.
- Training will include program talking points, call scripts, “what happens next” guides, and referral/escalation protocols.