

## American Red Cross, Orange County Chapter

### Volunteer Job Description

Date	May 1, 2008
Department	Disaster & Client Services
Position Title	Disaster Communications Service Associate
Purpose	To provide communications resources (using telecommunications, radio, and data systems) to staff and activities involved in a disaster relief operation or other chapter activities as may be required. Also, to maintain the organization's ability to communicate with essential partners (Emergency Management, Fire, Police, EMS, & Community Partners) during relief operations or whenever conventional communications resources may be affected by outside events.
Key Responsibilities	<ul style="list-style-type: none"> <li>– Establish communications systems needed by the Disaster Relief Operations; including the set-up and operation of amateur and commercial radio systems, landline telephones, cellular and satellite telephones, and other systems as may be required.</li> <li>– Staff radio operating positions requiring licensed individuals in order to pass radio traffic.</li> <li>– Assist in dispatch of and communication with Red Cross and related response units in the field.</li> <li>– Facilitate communication with Red Cross partner agencies such as Fire, Police, EMS, Emergency Management, RACES, ARES, related NGOs, and other organizations.</li> <li>– Log communications activities for latter reference.</li> <li>– Provide basic troubleshooting for communications equipment to the end user.</li> <li>– Assist with basic upkeep and maintenance of communications systems and equipment.</li> </ul>
Qualifications Required	<ul style="list-style-type: none"> <li>– Attendance in volunteer orientation and completion of all required forms (volunteer application and DSHR* application) and clear background check. * DSHR- It is a requirement for all Disaster and Client Services volunteers to register in the ARC Disaster Services Human Resource system to track all trained disaster services volunteers.</li> <li>– Must be an Amateur Radio Operator with a currently valid and unencumbered license issued by the Federal Communications Commission of the United States.</li> <li>– (License privileges may be at the Technician, General, or Extra class level)</li> </ul>

	<ul style="list-style-type: none"> <li>- Must be familiar with basic radio operating practices.</li> <li>- Must be flexible, able to adapt and work in hardship environments under stress for long shifts during irregular periods of time (day &amp; night).</li> <li>- Other physical capability requirements do apply.</li> </ul>
Training	<p>Completion of training courses listed below is important to become familiar with ARC and Chapter policies, regulations and procedures.</p> <ul style="list-style-type: none"> <li>- Volunteer Orientation</li> <li>- Fulfilling our Mission</li> <li>- Communications for Amateur Radio Operators</li> <li>- Mass Care (Recommended)</li> <li>- Shelter Operations (Recommended)</li> </ul>
Length of Appointment	Not Applicable
Time Commitment	Varies based on needs and current situation. May vary from 4 hours monthly for meetings, nets, and training; to 12.5 hour shifts scheduled regularly during medium to large scale disaster relief operations.
Reports to or Partners with	<ul style="list-style-type: none"> <li>- Chief Radio Officer, or other designated supervisor</li> <li>- Disaster Communications Activity Lead</li> <li>- Disaster Communications Staff Support</li> </ul>
Development Opportunities	