

## City of Richmond Emergency Support Services Volunteer

### Job Description

#### Do you want to make a difference in your community?

Have you ever wanted to be on the frontline during an emergency, assisting the City's most in need and vulnerable? Do you have what it takes to work as part of a team, in a dynamic, constantly changing environment? Then our Emergency Support Services (ESS) program is the perfect fit for you!!!!

#### Roles and Responsibilities:

Working collaboratively as part of an experienced team of trained personnel, you will:

- Assist in providing Emergency Support Services support to residents displaced or impacted by emergencies
- Determine immediate and short-term evacuee needs as per primary or specialized ESS support services;
- Provide emotional care and comfort to displaced residents;
- Provide referrals to partner agencies and other community-based groups for services;
- Assist with the functioning and establishment of Reception Center and Group Lodging facilities
- Participate in training and exercises to support the effective operation of ESS facilities
- Adhere to documentation management processes and guidelines
- Support Emergency Programs staff to ensure response supplies are always properly stocked and readily available;
- Contribute to the overall health, safety and security of the team you work with
- Work as a part of a team to support the achievement of operational goals, timelines and deliverables aligned with the mandate

#### Qualifications:

- Maintain minimum 24 hours of service and training (per year)
- Complete Basic Training Level 1 and 2 within first year of recruitment
- Participate in one of two Reception Centre exercises per year
- Participate in one of two Group Lodging exercises per year
- Participate in Public Education events
- Maintain a level of readiness that enables responding to level 1 and 2 ESS activations as the need arises
- Level 1 Basic Training (Theory):  
Volunteers must be able to complete all JIBC courses within 6 months from onboarding:  
REMO Orientation
  1. EMRG 1100 – Introduction to Emergency Management
  2. EMRG 1200 – Incident Command System
  3. EMRG 1600 (online) – Introduction to Emergency Support Services
  4. EMRG 1607 (online) – Introduction to Level 1 ESS (PDA member only)
  5. EMRG 1610 (online) – Introduction to Reception Centres
  6. EMRG 1612 (online) – Intro to group lodging
  7. EMRG 1615 (scheduled by Coordinator) – Registration and Referrals

8. SFA (Standard First Aid)
  9. PFA (Psychological First Aid) / Introduction to Disaster Psychosocial Services
  10. COR Driving course
- Level 2 Basic Training (Operational):
    - Understand Response levels for ESS – Classroom (8 hrs.)
    - How to Activate volunteers (Level 1 and 2) – Classroom (8 hrs.)
    - Know criteria for Activating a Reception Centers/Group Lodging – Classroom (TBD hrs.)
    - How to Activate a Reception Centers/Group Lodging – Classroom (TBD hrs.)
    - How to Set Up a Reception Centers/Group Lodging – Classroom (TBD hrs.)
    - How to Operate a Reception Centers/Group Lodging – Classroom (TBD hrs.)
    - How to Demobilize a Reception Centers/Group Lodging – Classroom (TBD hrs.)

### Core Competencies:

- **Commitment** – Displays the core values and principles of REMO (team excellence, service excellence, accountability and results focused) ; and the City of Richmond (people, excellence, leadership, innovation) at all times;
- **Customer Service** – Provide comfort and care, patience in dealing with upset residents, active listening to understanding needs, finding a solution and good communication so evacuees understand the services available and how to obtain them;
- **Integrity/Honesty** – Behaves in an honest, fair and ethical manner. Models high standards of ethics and impartiality. Honoring commitments, accepting responsibility for their own actions
- **Communication** – Able to understand verbal and non-verbal cues using active listening. Able to communicate effectively (verbal and written). Expresses ideas effectively;
- **Relationship Building** – Able to understand verbal and non-verbal cues using active listening. Able to build relationships, displaying excellent interpersonal skills;
- **Leadership** – Able to effectively lead projects, tasks and people, taking ownership and staying accountable. Able to delegate and ask for help when required.
- **Attention to Detail** – Pays close attention to detail, accuracy and completeness when using forms, giving information statistics and financial documentation for use of service, as required;
- **Data Entry** – Able to use an email account to read, print and reply to emails (including opening attachments). Able to accurately complete forms and situation reports;
- **Teamwork** – Interacts with people effectively. Able and willing to share and receive information. Co-operates within the group and across groups. Supports group decisions and puts group goals ahead of own goals. Able to be helpful, respectful, approachable ultimately building strong relationships by mentoring peers and leading by example;

- **Dependability** - Timely, takes initiative and ownership of work; Takes personal responsibility for job performance. Completes work in a timely and consistent manner. Sticks to commitments.
- **Standard of Excellence** - Sets and maintains high performance standards. Shows concern for all aspects of the job and follows up on work outputs.
- **Planning, Organization and Time Management** – Ability to manage and prioritize tasks ensuring they are completed in a timely fashion. Plans and organizes tasks and work responsibilities to achieve objectives. Sets priorities. Schedules activities. Allocates and uses resources properly.
- **Critical Thinking and Conflict Resolution** - Analyzes problem by gathering and organizing all relevant information. Identifies cause and effect relationships. Makes recommendations and generates solutions by weighing relevance and accuracy of information;
- **Adaptability** - Adapts to changing work environments, work priorities and organizational needs. Able to effectively deal with change, open to change and new information, changing conditions or unexpected obstacles;
- **Decision Making** - Uses sound judgment to make good decisions based on information gathered and analyzed. Considers all pertinent facts and alternatives before deciding on the most appropriate action;
- **Results Oriented** – Ability to maintain a sense of urgency to complete a task and acting decisively to implement solutions and resolve crisis;
- **Remains calm during a crisis** - Don't allow emotions to get in the way, don't take things personally, stay positive, and respond decisively.
- **Accountability** - Holds self and others accountable for measurable high-quality, timely, and cost effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules;
- **Vision**- Takes a long-term view and builds a shared vision with others; acts as a catalyst for organization change. Influences others to translate vision into action;

### Working Conditions

- The majority of projects and events are in an environment which is clean and comfortable.
- Potential for responding in disaster areas with vulnerable populations, as well as difficult and unstable conditions (environmental, physical, social, etc.) and uncomfortable conditions (noise, odors, smoke, humidity).
- Able to work non-traditional hours (daytime, evenings and weekends), be on-call and respond to emergency/disaster related requests periodically.
- Ability to respond in your local community and outside of your community periodically. Responders may be asked, if available, to work for 3 days or more in large-scale events.
- The physical demands of the position include bending, lifting (minimum 10 lbs.), standing for long periods

## **How to Apply**

Attend an Emergency Programs Volunteer Information Session