

ROLE DESCRIPTION

Organisation Spontaneous Volunteer Manager

POSITION DESCRIPTION SPONTANEOUS VOLUNTEER MANAGER

Within the Queensland context, this person will be from the managing organisation and be the link between the organisation and the Local Disaster Coordination Centre (LDCC)

ABOUT SPONTANEOUS VOLUNTEERS

Disasters can strike anywhere and at any time. Community members are very committed to assisting each other, and whether we plan for it or not, volunteers will come forward spontaneously to offer all kinds of assistance at these times. These volunteers are called Spontaneous Volunteers.

These volunteers can be an invaluable additional workforce when effectively sourced and managed and can really make a difference to helping with disaster efforts. Clear understanding of the affected communities' needs and strong management systems are required to effectively utilise these volunteers. Inadvertently, the efforts of Spontaneous Volunteers have been known to, on occasions, cause harm and stress to affected people and disruption to the response and recovery process.

When a disaster occurs, it is essential to have access to an appropriately trained Manager to coordinate the efforts of the Spontaneous Volunteer teams. This will help to ensure volunteers who step up at times of emergencies are engaged effectively and work as an organised structure to respond effectively at times of disaster.

POSITION PURPOSE

The Spontaneous Volunteer Manager is responsible for the management of Spontaneous Volunteer operations undertaken by [insert organisation] as outlined in the [insert Local Government] Spontaneous Disaster Volunteer Sub-Plan.

MAIN DUTIES/RESPONSIBILITIES

- Coordinating the preparedness and activities of [insert organisation] established in the [insert Local Government] Spontaneous Volunteer Sub-Plan.
- Identifying and manage resources and information to assist with planning, scheduling and activities of Team Leaders and Spontaneous Volunteers.
- Providing ongoing supervision of Team Leaders and managing on the ground Spontaneous Volunteer operations
- Ensuring volunteer management practices are implemented and are being adhered to.
- Supporting Team Leaders in the management of Spontaneous Volunteers.
- Briefing and debriefing of Spontaneous Volunteer Team Leaders.

- Raising issues, concerns and reporting incidents to the Local Disaster Coordination Centre (LDCC).
- Accepting overall responsibility of the Workplace, Health and Safety of Spontaneous Volunteers.
- Ensuring that all Spontaneous Volunteers are acknowledged, regardless of whether their offer was accepted.
- Collating reports.

SKILLS AND EXPERIENCE

Essential

- Effective interpersonal communication skills.
- Experience in leading, motivating and coordinating teams.
- Solid influencing and negotiation skills.
- Ability to clearly communicate and express requirements/expectations to a wide range of individuals.
- Ability to work in a potentially changing and demanding environment, with a high-degree of self-management.
- An understanding of and the ability to apply Workplace Health and Safety processes, and operation risk management skills.
- Ability to accept and adhere to the [insert organisation] Code of Conduct.
- Knowledge of the Disaster Management context in Queensland.
- Knowledge of the National Standards and legislative requirements in relation to volunteers.
- Basic computer skills, especially email and spreadsheets.