

SAMPLE POSITION DESCRIPTION:

Guidance Note: Within the context of a Queensland disaster, the Spontaneous Volunteer Coordinator would generally sit within the Local Disaster Coordination Centre (LDCC) structure and be the primary conduit between the LDCC and Spontaneous Disaster Volunteer Operations. This position may also be referred to as a Liaison Officer.

TITLE	LDCC SPONTANEOUS VOLUNTEER COORDINATOR
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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 disaster efforts. Clear understandings of the affected communities' needs and strong management systems are required to effectively utilise these volunteers.

To ensure that no harm or stress is caused to affected people, and that there is no disruption to the response and recovery process, it is essential to have volunteers coordinated in an appropriate way. This ensures volunteers who step up at times of emergencies are effectively engaged, work as an organised structure and have access to appropriate resources.

POSITION PURPOSE

The **LDCC Spontaneous Volunteer Coordinator** acts under the direction of the [insert position] and is responsible for the implementation of the [insert Local Government] Spontaneous Volunteer Management Sub-Plan, and for providing direction to Spontaneous Volunteer operations.

MAIN DUTIES / RESPONSIBILITIES

- Implementation of the Spontaneous Volunteer Management Sub-Plan
- Ensure that appropriate resources are available to support Spontaneous Volunteers operations
- Provide direction and support to the organisations formally managing Spontaneous Volunteers.
- Organise and establish the Volunteer Reception and Registration Centres.
- Manage resources and information to assist with planning, scheduling and activities of Spontaneous Volunteers.
- Liaise with other relevant agencies supporting Spontaneous Volunteers to facilitate operations.
- Assess trends in issues reported to see if patterns are emerging.
- Undertake formal communication with organisations managing Spontaneous Volunteers for the stand-down of volunteer operations.
- Assess the impact of Spontaneous Volunteers during each event, and ensure records of numbers of volunteers, hours of work and other information required to quantify economic value of their contribution.
- Develop and implement strategies to keep Spontaneous Volunteers engaged in longer-term recovery activities.
- Ensure that all Spontaneous Volunteers are acknowledged, regardless of whether their offer was accepted.
- Collate reports.

SKILLS AND EXPERIENCE

Essential

- Effective interpersonal communication skills.
- Experience in leading, motivating and coordinating teams.
- Ability to clearly communicate, expressing requirements and expectations to a wide range of individuals.
- Ability to make effective decisions in stressful situations and stay calm under pressure.
- Strong organisational skills and ability to manage and allocate multiple tasks.
- 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.
- Knowledge of the National Standards and legislative requirements in relation to volunteers.
- Basic computer skills, especially email and spreadsheets.