



(ESF 18) Donated Goods & Volunteer Services Supervisor Responsibilities:

Reviews the EOC Common Responsibilities Checklist
Manages the Volunteer Reception Center
Documents and reports volunteer activity statistics

Reports to:

EM Director/EOC Manager

Supervises:

Volunteer Management Specialists

Activation Phase:

- Initiates position log in WEBEOC
- Obtains briefing from Human Services Branch
- Recommends staffing levels needed within group and requests support

Operational Phase:

- Maintain an overall vision of safety during all processes.
- Maintains position log in WEBEOC
- Monitors information on the status of volunteer management tasks and reports to Human Services Branch Director
- Prioritizes requests for volunteer resources to meet service requirements
- Coordinates activities with other agencies and organizations
- Provides volunteer management input to EOC Public Information Officer
- Maintains communication and provides strategic direction to managers of offsite facilities in support of assigned tasks

Demobilization Phase:

- Ensures any open actions are assigned to appropriate staff
- Provides all final documentation to the Documentation Unit Leader

Unique resources required:

- N/A