

Preparedness in the Southwest Course

Module 6: Volunteer Management

Volunteers during a time of emergency response and recovery can be both a benefit and a burden. This module details ways to set up a volunteer management program, details ways in which volunteers can be used before, during and after an event, and addresses issues dealing with unaffiliated volunteers to help ensure that an agency can use volunteers effectively in any situation.

Learning Objectives:

1. Describe the roles and responsibilities of the 4 categories of volunteers
2. List some of the benefits and challenges to working with volunteers
3. Describe the steps to setting up a volunteer program within a particular agency
4. Describe ways to best work with unaffiliated volunteers
5. Describe some of the legal issues in working with volunteers and the steps that must be taken to address those issues
6. List some of the basic forms and documents needed to run a volunteer reception center.
7. Determine if or how your agency addresses volunteers in their emergency response plans

Core competencies addressed:

Competency 4: Describe his/her functional role(s) in emergency response and demonstrate his/her roles in regular drills.

Competency 6: Describe communication role(s) in emergency response:

- Within agency
- Media
- General public
- Personal (family, neighbors)