

Volunteer Reception Center (VRC) Staffing

The VRC is organized under the Incident Command System (ICS) model, a uniform set of processes and procedures developed by the Department of Homeland Security that emergency responders at all levels of government use to conduct response operations.

The VRC comprises a core staff, overseen by a VRC Manager and divided into three primary sections, with a Section Chief in charge of each. The structure is scalable, so the number of VRC staff assigned to each section may vary, depending on operational requirements. There are also several support staff positions to augment the VRC operations as needed or available, and a **Liaison Officer** co-located with the Emergency Operations Center (EOC) to interface with the Office of Emergency Management (OEM), and coordinate with the VRC Manager, organizations requesting volunteers, and other volunteer disaster response organizations. Volunteer Alexandria staff fill the Liaison Officer Role.

The **VRC Manager** manages all aspects of VRC operations and reports to the Incident Commander or the agency designated in charge of the emergency or disaster. Responsibilities include activation, operation, and deactivation of the VRC; assigning and training Section Chiefs; developing the VRC communications plan; preparing daily/shift/after-action reports; and responding to taskings and priorities of OEM.

The **Operations Section Chief** assists the VRC Manager with all aspects of handling the spontaneous volunteers, from intake to assignment to deployment. This is the core of VRC operations. Depending on the size of the operation, a Section Manager may be assigned to oversee each of these functions as follows: Intake Manager, supervising Greeters and Registers; Assignment Manager, supervising Interviewers and Assigners; and Deployment Manager, supervising Safety Briefers and Deployers.

The **Planning Section Chief** maintains all documentation pertaining to spontaneous volunteers, from registration forms to deployment information. Data entry related to volunteer processing is the primary activity in this section. Additionally, the Planning Section is responsible for collection and display of incident information, primarily the status of resources and overall status of the incident; gathers any critical situational information from redeploying volunteers for reporting to the Office of Emergency Management; and assisting the VRC Manager in planning for VRC demobilization.

The **Logistics Section Chief** maintains and provides for all supplies, services, and support essential to VRC operations. This includes acquisition, distribution, and accountability of materials and supplies needed before, during, and after VRC operations. It also includes comfort, safety, and environmental requirements, such as meals, to support the VRC staff while activated.

Other VRC staffing may include Medical Reserve Corps members to verify credentials, and behavioral health professionals, safety officers, or community chaplains who can assist in dealing with volunteer or VRC staff stress or emotional situations as needed.

In addition, the VRC needs the following volunteer leaders:

Greeter, who thanks individual for willingness to volunteer upon arrival; Checks individual's ID and assess their initial fitness for service; If volunteer appropriately answers questions, individual will receive a Volunteer Registration Form. Once form is completed, direct volunteer to Station 1 – Registration

Register, who ensures volunteer information matches ID and check legibility of Volunteer Registration Form; Have volunteer sign in on Sign-In/Out form and issue a VRC Passport to volunteer; Direct volunteer to Station 2 – Interview, if qualifications are met **OR** dismiss individual if qualifications are not met.

Interviewer who screens for mental, physical, emotional, or other conditions that would cause special consideration or dismissal (see Volunteer Eligibility Flow Chart); Consults task board for job openings; Determines what role or job best fits volunteer; Writes job assignment on VRC Passport and directs volunteer to Station 3 – ID/Assignment **OR** dismiss individual if not qualified to volunteer. **NOTE:** Interviews should last no more than 3 minutes.

Assigner, who collects the registration form from the volunteer; Gets the job assignment from the VRC Passport; Have the volunteer sign a release of liability statement; Gives an ID wristband to volunteer with:

A unique identifiable volunteer number; Volunteer's name and role; Location of the job site; Direct volunteer to Station 4 - Safety Briefing; Send Volunteer Registration Form along with job assignment to Data Entry to upload information into WebEOC database.

Safety Briefer, who ensures all SUVs at the briefing are designated for the correct location for their specific job assignment; Reads prepared Safety Briefing script; Provide any additional precautions pertinent to a specific job or task; Stress to volunteers to return to VRC to demobilize, get additional assignments, and **NOT** to self-deploy to other locations after assignment is done; Issue available personal protective equipment as needed; Have volunteers sign Safety Training Attendance Sheet; **Direct volunteers or group to Station 5 – Deployment.**

Deployment Manager, who ensures that transportation is provided for volunteers to and from each job site **OR** provide directions to volunteers to make their own way to the job site; Answers any remaining questions; Remind volunteers to return to the VRC to demobilize before heading home.

Demobilizer, who collects ID wristband from volunteer; Record volunteer sign-out time; Deliver information to Data Entry; Thanks volunteer for their service; Give and collect post-shift survey from volunteer (If available)

Data Entry, who is responsible for collecting all handwritten information, inputting it into the appropriate database(s), and maintaining all VRC records and reports.