



American Red Cross
of Idaho and Montana

Become a Regional Duty Officer to Make a Difference

Imagine being awoken by smoke alarms in the middle of the night. You rush to get your family out to safety now that your home is engulfed in flames. You're now standing outside of your house in your pajamas in the middle of the night with nowhere to go. Who do you call? The American Red Cross! On the other end of the phone is the Regional Disaster Duty Officer ready to help you during one of the worst days of your life.



What is it?

The Regional Disaster Duty Officer is a lifeline to temporary assistance during a disaster. The Duty Officer is responsible for dispatching Red Cross volunteers called Disaster Action Team (DAT) members to meet with victims of home fires, and other disasters, to provide temporary relief such as funds for a hotel room, food, and clothing.

This is a support position within the Red Cross of Idaho and Montana. This is **not** an 'on-scene' position, and is accomplished from home. The Duty Officer is responsible for safely deploying, coordinating, coaching, and supervising Idaho and Montana disaster workers to active disaster scenes throughout the region. The Duty Officer supports disaster responders in the field, and ensures accountability and standardization. The Duty Officer follows Casework and Recovery Planning Standards and Procedures, and appropriately records all information within the Red Cross systems of record.



What do I need?

- Required Red Cross training (mix of online and "live" over the phone/or Skype sessions)
- A computer, reliable internet connection, cell phone, and reliable cell coverage (**full time Duty Officers are eligible for a basic talk/text phone if needed*)
- Proficiency with use of computer and phone, often simultaneously
- Ability to multi-task, prioritize action items, and make decisions quickly
- Ability to interface professionally with clients, partners, and Red Cross volunteers
- Emotional fortitude to work with clients and volunteers in times of crisis

What is the time commitment?

A full-time Duty Officer commits to **nine 6-hour shifts** per month. (On-call shifts of your choosing: available to able to answer the phone call and access a computer)

A part-time Duty Officer is asked to commit to at least **four 6-hour shifts** per month (suggest one shift per week to stay up to date with programs and procedures).

We are willing to work with your schedule if it fits the needs of the program and the organization. Shifts are as follows (*all times are Mountain Time Zone*)

- A shift: 12am – 6am
- B shift: 6am – 12pm
- C shift: 12pm – 6pm
- D shift: 6pm – 12am

*Preferred length of commitment (after training) is at least 6 months and a year is greatly appreciated.

Training Requirements

(Approx. 14 hours on-line and Approx. 2-4 hours “live” training)

- DCS Foundational Training
 - Disaster Cycle Services: An Overview (*EDGE*)
 - Recovery Services: An Overview (*EDGE*)
 - Concept of Operations Basics (*EDGE*)
 - Psychological First Aid: Helping Others in Times of Stress (*EDGE*)
- Recovery Fundamentals (*EDGE*)
- CAS for Recovery Fundamentals (*EDGE*)
- Mass Care: An Overview (*EDGE*)
- Handling a Crisis Call (*EDGE*)
- National Shelter System Fundamentals (*EDGE*)
- Advanced National Shelter System (*EDGE*)
- DAT Fundamentals (3 modules) (*EDGE*)
- DAT Management (3 modules) (*EDGE*)
- Live training and systems practice on CAS, DCSOps, NSS, etc. (*Live via Skype/phone*)



Apply for Position at <http://www.redcross.org/volunteer>

For more information contact: Gini Kay 406-493-8778 or IDMT.Recruiting@redcross.org