



American Red Cross
Greater New York Region

Turn Compassion Into Action!

Become a Red Cross Volunteer Today!

Be ready to help your local community! Due to predictions for an active hurricane season and the complexities of COVID-19, the Red Cross will need thousands of volunteers to care for people when disasters strike. Train now to be a Ready Red Cross Volunteer so you can answer the call when your community needs it most!



Volunteers Urgently Needed for Hurricane Season!

Sheltering Service Associate

We need volunteers with a valid driver's license to help support emergency shelters by staffing different areas including reception, registration & feeding.

Disaster Health Services Associate

Medical Professionals with unencumbered licenses are needed to support our shelters (RN, LPN/LVN, APRN, NP, EMT, paramedic, PA).

apply today at redcross.org/volunteer

recruitmentgny@redcross.org

(646) 875-8051



DCS: COVID-19 Shelter Supervisor

Opportunity Detail

Purpose: The Shelter Supervisor is a temporary position assigned to work in person in a Red Cross shelter before, during and/or after a disaster event. Shelter Supervisors supervise a team of assigned workers to successfully complete tasks necessary for shelter operations and aid disaster clients. Shelter Supervisors guide and support the day-to-day activities within a shelter which may include working in reception, registration, feeding, dormitory, information, or other areas within a shelter.

- Responsibilities:**
- Following, implementing and monitoring worker safety procedures for working in a COVID environment
 - Embodying and sharing the fundamental principles of the American Red Cross in their work with clients, disaster responders and partners
 - Providing clear expectations, feedback and coaching to team members in the provision of excellent client service and support the daily maintenance of the shelter operation at the direction of the assigned Shelter Manager
 - Using the Shift Tool during the disaster event to report availability and schedule shelter shifts
 - Completing the required virtual self-paced training (9 hours of training total)

- Qualifications:**
- Required Qualifications:
- Ability to build appropriate and effective relationships with co-workers and shelter residents.
 - Ability to support and correct team and individual performance, manage conflict and ask for help early on so that workflow and service delivery does not impact shelter residents or the shelter community.
 - Demonstrates clear, concise, and effective written and verbal communication.
 - Lift / carry 20 lbs. multiple times/shift.
 - Stand and or sit for two-hour periods and walk for two miles during a shift.
 - Walk on uneven terrain.
 - Work outdoors in inclement weather, extreme heat and/or humidity and/or extreme cold.
 - Climb two or more flights of stairs.
 - Speak clearly on phone and in person.
 - Work for long periods on computer and/or reading small print and/or writing.
 - Drive in daytime and at night
 - Minimum 18 years of age
 - Willing and able to work in person in a COVID -19 disaster shelter before, during and/or after a disaster event?
 - Availability to sign up for shifts on consecutive days (shifts may be 4, 8 or 12 hours long)
 - Minimum 2 years' experience supervising a team of 5 or larger
 - Willing to complete 9 hours of virtual self-paced training required for position
 - Ability to read, write, and follow verbal and written instructions in English

Development Opp: Shelter Supervisor with completion of remaining requirements and training by December 2020.

- Training:**
- Required (part of onboarding)
- Everyone is Welcome – WBT 45 minutes or VILT 1 hour
 - Shelter Fundamental – Supplemental short videos - VID 30 minutes
 - Shelter Fundamentals v2 (includes Shelter Fundamentals Forms)- WBT 1 hour, 30 minutes or VILT 1 hour 30 minutes
 - Congregate Sheltering Activities in COVID-19 Environment - VID 20 minutes
 - Shelter Supervisor – WBT 4 hours or VILT 4 hours
 - Supervising the Disaster Workforce, operational version – VID 1 hour (includes ConOps 3.0)

The American Red Cross aspires to be an organization fully committed to diversity and inclusion by creating and maintaining a diverse, high-performing workforce of employees and volunteers who reflect all communities we serve; by cultivating a collaborative, inclusive and respectful work environment that empowers all contributors; and by leveraging diverse partnerships – all of which helps to ensure culturally competent service delivery supported by effective community leadership and engagement.



DCS: COVID-19 Shelter Supervisor

(Continued)

Total Training Time MC/SH/SV: 8 hours and 30 or 8 hours 45 minutes

Additional Training Requirements for SAs and SV s willing to deploy outside their region

- Deployment Fundamentals – WBT 30 min
- Mission Cards – Cardholder Overview – VID 15 min

Total Training Time: 45 min minutes

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DCS: COVID-19 Shelter Service Associate

Opportunity Detail

Purpose: The Shelter Service Associate is a temporary position assigned to work in person in a Red Cross shelter before, during and/or after a disaster event this hurricane/wildfire season. Shelter Service Associates complete tasks necessary for shelter operations and provide assistance for disaster clients. Shelter Service Associates support the day-to-day activities within a shelter which may include working in reception, registration, feeding, dormitory, information, or other areas within a shelter.

Responsibilities:

- Following worker safety procedures for working in a COVID environment
- Embodying the fundamental principles of the American Red Cross in their work with clients, disaster responders and partners
- Providing excellent client service and support the daily maintenance of the shelter operation at the direction of the assigned Shelter Supervisor
- Using the Shift Tool during the disaster event to report availability and schedule shelter shifts
- Completing the required virtual self-paced training (3 hours of training total)

Qualifications: Required Qualifications:

- Ability to build appropriate and effective relationships with co-workers and shelter residents.
- Ability to support and correct performance, manage conflict and ask for help early on so that workflow and service delivery does not impact shelter residents or the shelter community.
- Demonstrates clear, concise, and effective written and verbal communication.
- Lift / carry 20 lbs. multiple times/shift.
- Stand and or sit for two-hour periods and walk for two miles during a shift.
- Walk on uneven terrain.
- Work outdoors in inclement weather, extreme heat and/or humidity and/or extreme cold.
- Climb two or more flights of stairs.
- Speak clearly on phone and in person.
- Work for long periods on computer and/or reading small print and/or writing.
- Drive in day time and at night
- Minimum 18 years of age
- Willing and able to volunteer in person in a COVID -19 disaster shelter before, during and/or after a disaster event
- Availability to sign up for shifts on consecutive days (shifts may be 4, 8 or 12 hours long)
- Willing to complete 3 hours of virtual self-paced training required for position
- Ability to read, write, and follow verbal and written instructions in English

Development Opp: Shelter Service Associate with completion of remaining requirements and training by December 2020.

Training: All: (part of onboarding)

- Everyone is Welcome – WBT 45 minutes or VILT 1 hour
- Shelter Fundamentals (June 2020 revision) - WBT 1 hour, or VILT 1 hour
- Shelter Fundamental – Supplemental short videos - VID 30 minutes
- Congregate Sheltering Activities in COVID-19 Environment - VID 20 minutes Total

Training Time MC/SH/SA: 2 hours 30 minutes or 2 hours 45 minutes

Additional Training Requirements for SAs and SV s willing to deploy outside their region

- Deployment Fundamentals – WBT 30 min

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DCS: COVID-19 Shelter Service Associate

(Continued)

- Mission Cards – Cardholder Overview – VID 15 min

Total Training Time: 45 min minutes

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