

Group / Activity / Position Definitions

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Operations Management (OM)		Chapter DRO Director (CD)		Multi-Chapter DRO Director (MD)		National DRO Director (ND)			
Individual Client Services (CLS)	Mass Care (MC)	Partner Services (PS)		Information Management Support Services (IMS)	Material Support Services (MSS)		Staff Services (SS)	Organization Support (OS)	
Client Casework (CC)	Sheltering (SH)	Community Relations (LCR)	Government Liaison (LG)	Disaster Assessment (DA)	Facility Management (FAC)	RT Communications (RCM)	Local Community Volunteers (LCV)	Public Affairs (PA)	
Welfare Information (WI)	Feeding (FF)	Voluntary Agencies (LVA)	Emergency Support Function 6 (ESF6)	Information Dissemination (ID)	In-Kind Donations (IKD)	RT Networking (RNT)	Staff Planning & Support (SPS)	Fund Raising (FR)	
Disaster Health Services (HS)	Bulk Distribution (BD)	Labor (LL)		Financial & Statistical Information Management (FSI)	Warehousing & Supply (WHS)	RT Computer Operations (RCO)	Staff Relations (SR)		
Disaster Mental Health (DMH)	Community Programs (CP)					Transportation Management (TRA)	RT Customer Service (RCS)	Staff Health (SW)	
Recovery Planning & Assistance (RPA)						Life Safety & Asset Protection (LSAP)		Training (TR)	
						Procurement (PRO)			
					Invoice Review (IR)				
Positions									
Service Associate (SA)	Supervisor (SV)	Manager (MN)	Administrator (AM)						April 2008

Definitions

Operations Management Responsible for providing operational oversight and direction to the disaster relief operation.

Individual Client Services Provides for clients using a casework process which may include financial assistance, and counseling, health-related, and reunification services.

Client Casework Evaluate needs, provide services and maintain records for clients

Disaster Health Services Assistance to meet disaster caused emergency health needs such as medications, medical equipment, treatment, and health recovery information.

Mental Health Services Provides crisis interventions, mental health screening and assessment, emotional care and support, psychosocial education and mobilization.

Welfare Information Facilitates notification from “inside” and “outside” disaster-affected areas, helping clients initiate timely contact with family members and loved ones.

Recovery Planning & Assistance When client recovery needs are not met through personal, community and government resources, ARC will work to address remaining needs.

Mass Care Provides activities and services on a congregate basis to the community as a whole, such as sheltering, feeding, bulk distribution.

Bulk Distribution Provide more than one item to more than one individual at one time. Traditionally this has been clean up items, flashlights, food coolers, gloves, etc.

Feeding Provide snacks, meals, drinks and water using ERVs or other vehicles on routes within the impacted area or at a fixed location such as community center.

Sheltering Provide congregate care for people displaced due to disaster.

Community Programs Provide information and services such as those provided at Emergency Aid stations. Reach out to meet community disaster caused needs.

Partner Services Coordination of the services, and necessary liaison activities with, government and private agencies.

Government Liaison Coordinate services with local, state, federal, and Tribal government partners, as well as internal ARC partners, for the benefit of disaster victims.

Emergency Support Function 6 Works with FEMA to facilitate federal resource support to affected state/local entities providing mass care services.

Community Relations Ensures interests, needs, concerns, and resources of individuals and organizations representing a broad array of groups are represented on a disaster.

Labor Relations Link between Red Cross and all levels of organized labor in the disaster-affected community.

Voluntary Agency Liaison Link to communicate across internal and external partners to the ARC, particularly those traditionally involved with recovery after a disaster.

Information Management Support Services Assessment and operational data required for effective management, including information about the scope of the disaster.

Disaster Assessment Gather, analyze, interpret, and distribute accurate and timely information about the extent of damage, overall impact, and scope of the incident.

Financial & Statistical Information Management Obtain accurate, timely and consistent statistical and financial information.

Information Dissemination Captures data and information from a multitude of sources to analyze, synthesize, organize into logical formats, and disseminate reports internally.

Material Support Services Support activities and services necessary to conduct a disaster relief operation, including the securing of facilities, supplies and equipment.

Facilities Manage the facilities and systems required to support the DRO. Look after and keep in good condition all appropriate resources.

In-Kind Donations Fundraise for in-kind materials and supplies required for DRO.

Invoice Review Verify receipt and accurate billing for all goods and services received by the DRO.

Procurement Procure and/or replenish purchased or in-kind materials and supplies required for DRO.

Life Safety & Asset Protection Provide environment that is as safe and secure as is reasonably possible.

Transportation Look after and keep in good condition all appropriate resources, including, but not limited to, rental and national vehicles, wheeled storage and refrigerated units.

Warehousing & Supply Manage the inventory of materials and supplies required for the DRO. Distribute, transport and/or install, as appropriate, materials and supplies.

RT Communications Handles all two-way radio and traditional phone service on DRO.

RT Networking Handles connectivity between DRO locations and NHQ.

RT Computer Operations Handles all desk equipment (phones, computers, etc) from arrival to setup at DRO.

RT Customer Service Supports end-users and issues equipment (including cell phones) to workers.

Staff Services Activities and services necessary to ensure the ability of Red Cross staff, including spontaneous volunteers, to meet the needs of the people and communities.

Local Community Volunteers Responsible for the recruitment, placement, training, processing, assigning and recognition for all volunteers from within the affected area.

Staff Relations Provide HR management services, as appropriate.

Staff Planning & Support **Staff Support:** in/out-processing, lodging, travel, and funding. Responsible for coordinating staffing needs with other activities.

Training Provide consultation, tools and training to support the other activities and the field in service delivery.

Staff Health Ensure a healthy workforce by providing physical and mental health services. Determine appropriate staff assignments according to current health status.

Organization Support Elements of the American Red Cross that have a role in supporting disaster response and relief operations.

Public Affairs Write press releases, take photographs, represent in the JIC/JOC, coordinate VIP visits, produce internal communications such as newsletters.

Fund Raising Develop a Disaster Fund Raising strategy appropriate for the event, implementation of the Disaster Fund Raising plan.