



**American Red Cross**

Greater Los Angeles

Emergency and Disaster Response  
11355 Ohio Avenue  
Los Angeles, CA 90025  
Phone: (310) 445-9900  
Fax: (310) 445-9961  
After Hours: (888) 737-4306  
[www.RedCrossLA.org](http://www.RedCrossLA.org)

## Training Guide

**Group: Organization Support (OS)**  
**Activity: Public Affairs (PA)**

**Record for \_\_\_\_\_ DSHR # \_\_\_\_\_**

**Definition:** Elements of the American Red Cross that have a role in supporting disaster response and relief operations.

### Position: Service Associate (SA)

Required Classes	Completed On	Recommended	Completed On
FOM Fulfilling Our Mission (DSGEN200A) 3.5hrs		Fundamentals of Disaster Public Affairs: The National Response (DSOSS400A) 6.5 hours	
Fundamentals of Disaster Public Affairs: The Local Response (DSOSS200A) 6.5 hours			
Operational Experience			

***Service Associate to Supervisor promotions approved by Chapter DSHR review panel***

### Position: Supervisor (SV)

Required Classes	Completed On	Recommended	Completed On
All Service Associate Required Classes		On the Job Training -- Admin Tools	
DFS Disaster Frontline Supervisor (DSSSS601A) 3.5 Hours			
DFSS Disaster Frontline Supervisor Simulation (DSSSS602A)			



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3.5 Hours			
Supervisory Exp			

***Supervisor to Manager promotions pre-approved by Chapter for final approval from NHQ***

**Position: Manager (MN)**

Required Classes	Completed On	Recommended	Completed On
All Service Associate and Supervisor Required Classes		On the Job Training -- Admin Tools	
Managerial experience in private sector			
Managerial Experience			

***Manager to Administrator promotions pre-approved by Chapter for final approval from NHQ***

**Position: Administrator**

Required Classes	Completed On	Recommended	Completed On
All Service Associate, Supervisor, and Manager Required Classes		On the Job Training -- Admin Tools	
COO, business owner, board chair, department head			

