

Position Description - Community Emergency Response Volunteer

This is an opportunity to work to assist individuals, families and communities impacted by small or large disasters and emergencies.

As a member of our team you will:

- Work collaboratively as part of a team of trained volunteers and respond to emergencies in your community, according to your schedule and availability
- Learn about emergency support services such as shelter, clothing, food, personal services, registration, family reunification and safety and wellbeing requirements
- Assess needs of those affected by an emergency event and provide approved goods and services
- Support the wellbeing of beneficiaries by providing care, comfort and referrals to partner agencies and other community-based groups for services
- Prepare, inventory and manage response supplies to ensure they are stocked and ready
- Contribute to the overall health, safety and security of the team you work with
- Participate in team building, training, planning and readiness exercises
- Contribute to community-based risk reduction and emergency preparedness activities
- Apply for leadership roles to supervise, mentor and lead other volunteers and manage the delivery of required services

What we offer our Volunteers:

- **Culture:** an organization that is guided by respect for everyone.
- **Flexibility:** a variety of roles that allow you to volunteer in your community
- **Volunteer Benefits:** insurance coverage while volunteering plus access to our Employee Assistance program for support during difficult times
- **Meaningful Work:** providing emergency relief that will create an impact at the individual and community level
- **Training & Development:** comprehensive training including first aid certification, shelter operations, emergency management and the opportunity to participate in community resilience projects

Through the course of your work as Community Emergency Response volunteer you will not only assist during times of disaster and emergency, you will also help people to be better prepared, better connected to each other and more resilient when emergencies happen.

You bring many talents including these basics:

- **Commitment** - to the core competencies of team excellence, service excellence and accountability
- **Customer Service Skills** - dedicated to supporting those affected by emergencies
- **Language fluency** - to deliver services in English or French; additional languages are an asset
- **Communication skills** - attuned to supporting with active listening and the ability to explain and confirm understanding
- **Computer skills** – including the ability enter data into a database or spreadsheet and use email
- **Teamwork values** - sharing information, helping team members, respectful of diversity, being approachable, and building relationships
- **Ability to remain calm during a crisis** - express empathy, remain focused and respond decisively.
- **Dependable and reliable** – understand the importance of confidentiality and discretion

Where and when you would volunteer:

- The majority of preparedness and response work is performed in the community, in an community centre environment
- The potential exists for responding in disaster areas, as well as difficult conditions. If working at a response site, health and safety considerations will be outlined prior to the assignment
- Ideally you have the ability to volunteer during regular hours and/or during non-traditional hours (evenings and weekends), and/or respond to unplanned emergency/disaster related requests periodically. Hours will vary by location and frequency of response activity
- In exceptional circumstances, our volunteers may be offered the opportunity to deploy away from their home municipality to a large-scale response in neighbouring jurisdictions as part of a mutual assistance agreement

How to apply:

Volunteering for this position can be done by those 18 and older.

This position will require applicants to provide a satisfactory Vulnerable Sector Check conducted by the Ontario Provincial Police.