
DSHR System Group and Activity Descriptions

Operations Management (OM)

Responsible for providing operational oversight and direction to the disaster relief operation. Establishes and administers the disaster relief operation within existing regulations and procedures.

Chapter DRO Directors (CD)

Appointed by chapter management. Has demonstrated competencies to lead the response to chapter disasters. Chapter disasters affect one or more families and are contained entirely within a single chapter's jurisdiction. Chapter disasters are generally Level I and small Level II relief operations, costing up to \$10,000. The majority of chapter disasters are recurrent incidents and can be financed solely from chapter assets.

Multi-Chapter DRO Directors (MD)

Appointed by the service area executive. Has the expertise to lead the response to multi-chapter disasters and large single-chapter disasters that exceed the resources of the chapter in whose jurisdiction the disaster occurred. Multi-chapter disasters affect multiple families, occur within the jurisdiction of more than one Red Cross chapter or one or more states within a single service area, require the focused commitment of human and material resources from the affected chapters and/or require support and assistance from the service area. Disasters of this type were previously called "state disasters" and are generally Level II and Level III disasters, costing less than \$250,000.

National Director (ND)

Appointed by the Vice President of Response or designee. Has the expertise to lead national DROs. National disasters exceed the capabilities of the involved service area to respond or involve a Red Cross response in partnership with one or more federal agencies. The partnership responses include, but are not limited to: aviation disaster; National Response Plan disaster; catastrophic disaster and an incident of national consequence.

- [OM Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Operations Management Handbook](#)

Individual Client Services (CLS)

Provided to people with disaster-related needs through a casework process. These activities and services may include direct financial assistance for replacement of essential items, counseling services, health-related services and reunification or welfare information services.

Client Casework (CC)

Evaluates needs, provides services and maintains records for clients. It provides direct assistance to individuals affected by man-made or natural disasters, ranging from single-family home incidents to larger events such as tornadoes, floods, hurricanes, and catastrophic incidents. Assistance can be issued in two forms: hard assistance and soft assistance. Examples of soft assistance include listening, providing information, advocacy, counseling and referral. Hard assistance includes mass sheltering, feeding and the bulk distribution of personal care items and cleaning materials, as well as emergency financial assistance to all clients in order for them to be able to purchase items that are needed immediately in order to begin their recovery.

Disaster Services Human Resources Group and Activity Descriptions

- [CLS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Client Casework Handbook](#)

Health Services (HS)

Provides health-related services and secures resources to meet the health needs of people affected by disaster. It provides emergency and preventive health services to disaster victims and to Red Cross Disaster Services staff assigned to provide disaster relief services. The role of Health Services is to provide support to persons who have disaster-related or disaster-aggravated health needs; help clients find resources to meet health-related financial obligations and provide Red Cross financial assistance to clients for medical expenses, as necessary. All Health Services personnel must have a current license or certificate in their field.

- [CLS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Health Services Handbook](#)

Disaster Mental Health (DMH)

Provides crisis interventions, mental health screening and assessment, emotional care and support, referrals, advocacy, mediation, consultation, psychosocial education and mobilization and psychological triage. On critical incidents spiritual care and child care will provide services as a component of mental health.

- [CLS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Disaster Mental Health Handbook](#)

Welfare Information (WI)

Helps clients within the disaster area to notify their loved ones that they are safe and well by facilitating communication from inside the disaster-affected area to outside the affected area. It reunites family members separated from one another as a direct result of the disaster. It manages requests initiated by family members concerned about the health of a family member or loved one inside the disaster area. It promotes family communication planning.

- [CLS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Welfare Information Handbook](#)

Recovery Planning and Assistance (RPA)

When recovering from the effects of a disaster, individuals and families are expected to use all available personal, community and government resources. When recovery needs are not met through these resources, the American Red Cross will work inclusively with Partner Services to address clients' remaining needs.

- [CLS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Recovery Planning and Assistance Handbook](#)

Disaster Services Human Resources Group and Activity Descriptions

Mass Care (MC)

Provides activities and services on a congregate basis to the community as a whole. These include sheltering, feeding, bulk distribution of items, information about the availability of these services and recovery information..

Bulk Distribution (BD)

Provides relief, clean-up and salvage supplies to those affected by a disaster. Provides more than one item to more than one individual at one time. Traditionally this has been clean up items such as flashlights, food coolers, gloves and protective masks.

- [MC Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Bulk Distribution Handbook](#)

Feeding (FF)

Provides meals, snacks, beverages and water through fixed Red Cross service delivery locations and mobile delivery using emergency response vehicles (ERVs) or other vehicles on routes within the impacted area.

- [MC Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Feeding Handbook](#)

Sheltering (SH)

Provides congregate care for people displaced as a result of a disaster.

- [MC Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Sheltering Handbook](#)

Community Programs (CP)

Provides information and services such as those provided at Emergency Aid stations. Reaches out to meet community disaster caused needs.

- [MC Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Community Programs Handbook](#)

Partner Services (PS)

Coordinates services and necessary liaison activities with local, state, federal and tribal government partners, non-government partners, private agencies and/or organizations and members of the affected communities for the benefit of disaster victims.

Government Liaison (LG)

Coordinates services and necessary liaison activities with local, state, federal and tribal government partners, members and representatives of the affected communities as well as internal American Red Cross partners for the benefit of those suffering from disasters.

- [PS Group/Activity Competency Criteria](#)

Disaster Services Human Resources Group and Activity Descriptions

- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- Government Liaison Handbook

[Emergency Support Function 6 \(ESF6\)](#)

Functions as part of a team who works with the Federal Emergency Management Agency (FEMA) to support the impacted states and other agencies providing feeding, sheltering, bulk distribution, emergency first aid and disaster welfare information to the affected communities. This is performed in fulfillment of American Red Cross ESF6 Mass Care responsibilities, in accordance with the National Response Plan (NRP).

- [PS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- Emergency Support Function 6 Handbook

[Community Relations Liaison \(LCR\)](#)

Ensures the interests, needs, concerns and resources of individuals and organizations representing a broad array of groups are represented and acknowledged. LCR's partnership efforts strive to reach out to and connect with minority, ethnic, immigrant and limited English proficient (LEP) communities, as well as those with disabilities, seniors and the Gay Lesbian Bisexual and Transgender community.

- [PS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Community Relations Liaison Handbook](#)

[Labor \(LL\)](#)

Serves as a critical link between the Red Cross and all levels of organized labor in the disaster-affected community. LLs ensure that information is provided to area labor organizations about Red Cross services available to those affected by disaster and to request the help of labor organizations to identify potential volunteer resources and in-kind donations from the membership and employer companies.

- [PS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- Labor Liaison Handbook

[Voluntary Agency Liaison \(LVA\)](#)

Serves as a critical link to bond and communicate across internal and external partners to the American Red Cross, particularly with partners traditionally involved with recovery and long-term recovery work after a disaster.

- [PS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- Volunteer Agency Liaison Handbook

[Information Management Support Services \(IMS\)](#)

Gathers assessment and operational data required for effective management of the response, including information about the scope of the disaster and the effectiveness of the response. This

Disaster Services Human Resources Group and Activity Descriptions

information will support reports to donors about the effective use of the resources that they have provided to the organization.

Disaster Assessment (DA)

Gathers, analyzes, interprets and distributes accurate and timely information about the extent of damage, overall impact, scope of the incident, weather conditions and demographics of a disaster-affected community, as well as providing mapping support.

- [IMS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Disaster Assessment Handbook](#)

Financial and Statistical Information Management (FSI)

Obtains accurate, timely and consistent statistical information regarding service delivery, human and material resources and financial commitments.

- [IMS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Financial and Statistical Information Management Handbook](#)

Information Dissemination (ID)

Captures data and information from a multitude of sources in order to analyze, synthesize and organize it into logical formats. Disseminates reports with a variety of internal audiences and ensures that operational communications are received.

- [IMS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Information Dissemination Handbook](#)

Analysis and Planning (AP)

Reviews and analyzes cross-functional information to discern operational trends and circumvent possible problems. Applies analysis conclusions to guide decision making and foster appropriate operational planning.

- [IMS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Analysis and Planning Handbook](#)

Material Support Services (MSS)

Supports activities and services necessary to conduct a disaster relief operation, including the securing of facilities, supplies and equipment required for an effective response.

Facilities (FAC)

Identifies and/or interprets requirements for all types of facilities and acquire services, materials and supplies that are needed for the operation of these facilities during a disaster relief operation. Manages the facilities and systems required to support the DRO. Looks after and keeps in good condition all appropriate resources.

- [MSS Group/Activity Competency Criteria](#)
- [Assignment Description](#)

Disaster Services Human Resources Group and Activity Descriptions

- [Activity Requirements and Resources](#)
- [Facilities Handbook](#)

In-Kind Donations (IKD)

Fund raises for in-kind materials and supplies required for DRO.

- [MSS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [In-Kind Donations Handbook](#)

Invoice Review (IR)

Verifies receipt of and accurate billing for all goods and services received by the disaster relief operation.

- [MSS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Invoice Review Handbook](#)

Procurement (PRO)

Procures and/or replenishes supplies through donations, loans, rentals and/or purchases, as required for disaster relief operation activities. Acquires services as required for the DRO. Gathers or retrieves remaining materials and supplies from the DRO. Returns, as appropriate, materials and supplies from the DRO.

- [MSS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Procurement Handbook](#)

Life Safety and Asset Protection (LSAP)

Provides an environment that is as safe and secure as is reasonably possible.

- [MSS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Life Safety and Asset Protection Handbook](#)

Transportation (TRA)

Looks after and keeps in good condition all appropriate resources, including, but not limited to, rental and national vehicles, wheeled storage and refrigerated units. Manages services as required, e.g. shuttle services, mail system, courier.

- [MSS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Transportation Handbook](#)

Warehousing and Supply (WHS)

Manages the inventory of materials and supplies required for the DRO. Distributes, transports and/or installs, as appropriate, materials and supplies required for the DRO. Gathers or retrieves remaining materials and supplies from the DRO. Returns, as appropriate, materials and supplies from the DRO.

Disaster Services Human Resources Group and Activity Descriptions

- [MSS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Warehousing and Supply Handbook](#)

[RT Communications \(RCM\)](#)

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

[RT Networking \(RNT\)](#)

Handles connectivity between DRO locations and NHQ.

[RT Computer Operations \(RCO\)](#)

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

[RT Customer Service \(RCS\)](#)

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

- [MSS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Response Technology Handbook](#)

Staff Services (SS)

Ensures the ability of Red Cross staff, including spontaneous volunteers, to meet the needs of the people and communities affected by the disaster. These activities and services include travel, housing, physical and mental health care, training, job placement, staff relations, performance management, personnel/performance counseling, staff safety and security measures.

[Workforce Planning and Acquisition \(WP\)](#)

Determines and acquires the staff needed to carry out activities. Replaces and releases staff members as appropriate. Using all available human resources, and in collaboration with other activities, ensures that enough qualified workers are obtained and placed throughout the relief operation to provide services in an effective and timely manner.

- [SS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Workforce Planning and Acquisition Handbook](#)

[Staff Relations \(SR\)](#)

Provides guidance on the interpretation and application of HR policies. Advocates for the fair treatment of all disaster relief operation workers. Provides consultation and assistance to supervisors and workers with routine worker-related problems.

- [SS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Staff Relations Handbook](#)

[Staff Support \(SM\)](#)

Provides support to staff members. This includes: lodging, travel arrangements, financial etc. Establishes and maintains staff related records.

Disaster Services Human Resources Group and Activity Descriptions

- [SS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Staff Support Handbook](#)

Training (TR)

Provides consultation, tools and training to support the other activities and the field in service delivery. Determines the training needs of the disaster relief operation and develops/implements a plan to meet those needs.

- [SS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Training Handbook](#)

Staff Health (SW)

Ensures a healthy workforce by providing physical and mental health services. Determines appropriate staff assignments according to current health status and advise DRO management concerning environmental and workplace issues.

- [SS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Staff Health Handbook](#)

Organization Support (OS)

Supports disaster response and relief operations, such as raising funds and accounting for the funds used to provide services to the clients.

Public Affairs (PA)

Serves as a knowledgeable Red Cross point of contact and public information liaison to local, state and federal agencies involved in providing disaster relief services. Identifies the best methods of targeting messages regarding the Red Cross response, relief and recovery efforts to appropriate media and/or other outlets to reach all disaster victims. Uses all forms of media (print, broadcast and electronic) in order to help the Red Cross to disseminate disaster response, relief and recovery information to all populations affected by the disaster. Provides technical guidance for proper identification of all Red Cross service delivery and administrative sites. Writes press releases, takes photographs, represents the Red Cross in the JIC/JOC, coordinates VIP visits, produces internal communications such as newsletters, media relations, media management, community outreach and town meeting representation.

- [OS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Public Affairs Handbook](#)

Fund Raising (FR)

Develops a Disaster Fund Raising strategy appropriate for the event. Implements the Disaster Fund Raising plan, donor acknowledgment and recognition and reporting. Attends board meetings, solicits donations, manages fund raising leadership volunteers, arranges check presentations and recognition opportunities, coordinates Fund Raising messaging with Public Affairs.

Disaster Services Human Resources Group and Activity Descriptions

- [OS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Fund Raising Handbook](#)

[Response Investigations, Compliance and Ethics \(RICE\)](#)

Investigates allegations of fraud, waste and abuse. Ensures effective compliance with all applicable laws, regulations and organizational policies. Promotes ethical behavior, strong stewardship and integrity on relief operations.

- [OS Group/Activity Competency Criteria](#)
- [Assignment Description](#)
- [Activity Requirements and Resources](#)
- [Response Investigations, Compliance and Ethics Handbook](#)

Positions

Positions are based on the competencies required in order to accomplish the activities associated with the position. A member must successfully demonstrate the identified competencies in order to be assigned to any position.

[Service Associate \(SA\)](#)

Service associates provide basic services within one of the groups. Service associate positions in some groups will require licensure as part of the competencies required for specific activities and tasks.

[Supervisor \(SV\)](#)

Supervisors oversee a work unit composed of service associates. Competencies for this position include experience and ability in leadership and management. Supervisors are accomplished in the activities and tasks of the work unit staff and are able to answer common questions on a day-to-day basis.

[Manager \(MN\)](#)

Managers oversee the work of the supervisors and are the subject matter experts within the group or within a specific activity of the group. In addition to team leadership skills, they must have extensive technical knowledge of the activity and tasks. They must also be able to provide technical guidance and support to all staff within the service group or to an activity within the service group.

[Administrator \(AM\)](#)

Administrators lead the group on the relief operation. Their competencies include extensive supervisory and leadership experience, as well as the ability to work within the operation management team providing oversight of the relief operation.

- [Supervisor, Manager, Administrator Competency Criteria](#)
- [Activity Requirements and Resources](#)