

## Disaster Program Specialist

## Job Description

**Sleeves Up, Hearts Open, All In. Are you ready to go farther?**

Thank you for being a member of the American Red Cross family. Your experience helps us make a difference everyday. We encourage you to explore our current career opportunities and continue your professional growth.

See what else needs to be done...apply now!

**Job Description:**

At the Red Cross, there is no such thing as a small disaster. In every single case it is the Red Cross' mission to help people, affected by disaster, meet their emergency needs that include shelter, food, clothing, and health and mental health services. As a paid staff member, you will support our loyal Red Cross disaster volunteers who serve selflessly to provide a bridge of assistance until individuals and families can resume a normal life.

The Red Cross of North Carolina has a **Disaster Program Specialist (DPS)** position to support the Elizabeth City, NC region. This is full time position which will include planned and non-planned events in the evening and on weekends. This position will include 24/7 on-call responsibilities. A valid driver's license and clear driving record is required to operate a Red Cross vehicle. Regional travel expected to be 30-50% once restrictions are lifted. \*All full time disaster employees must be willing and able to be deployed, as needed.\*

**\*\*PREFERRED EXPERIENCE: The key to this position's success is the effective management and engagement of staff and volunteers and volunteer teams.\*\***

The Disaster Program Specialist (DPS) is part of a team that organizes and facilitates all disaster operations and services in Elizabeth City and the surrounding counties. As part of the disaster team covering a busy region, this **DPS leads and manages a volunteer teams responsible for the implementation of disaster preparedness, response and recovery programs within their territory.** The DPS ensures proper development of disaster leadership volunteers in each of the disaster cycle support areas in order to meet the needs of the territory, and will take part in volunteer recruitment as well. The DPS is also responsible for local preparation, response and recovery management, as well as management of government partnerships.

Upon employment, must be able to learn and become proficient in: ARC programs and procedures, Volunteer Management, Financial Management, Cultural Competency, Emergency Management Practices, Community, Government, Partnerships, Supply chain and warehousing, technical disaster expertise.

**Responsibilities:**

1. Program Service Development & Support: Facilitates in and supports the development and implementation of strategies, initiatives, tools, plans, processes and procedures within a functional area, or oversees the full disaster cycle, through the development of volunteer leadership. Analyzes opportunities for improved program service and recommends to DPM for implementation. Functional areas may include: Mass Care, Client Casework, Health & Mental Health Services, Logistics, Information Management & Situational Awareness, Partnerships & Emergency Management, Workforce Development, Preparedness, General Volunteer Support & Engagement, or Home Fire Campaign. If providing full-cycle management, the DPS will manage the implementation of the disaster services program in an assigned geographic territory that is a sub-territory of the supervising DPM's jurisdiction. The DPS will accomplish this through the support, development and operational guidance of a team of trained volunteer leaders, volunteers, and partners that will stand ready to deliver the services of disaster preparedness, response, and recovery programs in the assigned sub-territory. Implements assigned programs or services to meet the programmatic goals of DCS within the region. This position operates as part of a regional Disaster Cycle Services team and may be called to support local preparation, response and recovery activities as well as maintaining government partnerships with assigned territory. Additionally, the DPS assists with a

broader division and national network of disaster responders and will be asked to help with deployments and relief operation activity outside their immediate region. This may include physical deployment to impacted communities.

2. Volunteer Program Management, Engagement and Support: Engages and develops a primarily volunteer team responsible for the implementation of disaster preparedness, response, and recovery programs in the local area. Ensures the development of Disaster Leadership Volunteers in each of the assigned program support functional areas of the disaster cycle in order to meet the needs of the assigned geography.

3. Local Planning, Training Development, Community Outreach: Develops and participates in local planning and exercises. Develops and conducts training, including exercises called by local partners Volunteer Organizations Active in Disaster, Emergency Management Agencies and Local Emergency Planning Committees (VOADs, EMAs and LEPCs). May evaluate and report effectiveness of program or service. Prepares recommendations for continuous improvement. Serves as the Red Cross thought leader as needed with local level with government and other agencies and organizations involved in disaster. Key representative of Red Cross in the community, interfacing with local officials and developing plans with community leaders. Ensures activities are in compliance with regional and national procedures and policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities and duties required.

#### Qualifications

**Education:** Bachelor's degree or equivalent combination of education and experience.

**Experience:** Minimum of 3-5 years' experience with social services or service/program delivery. Ability to coordinate staff and volunteer activities. Ability to interpret program trends, results, and related data to formulate recommendations. Ability to manage multiple priorities with strong skills in planning and problem solving.

**Management Experience:** Minimum of 6 months to one year supervisory experience preferred.

**Skills and Abilities:** Excellent interpersonal, verbal and written communication skills. Develops project plans & budgets. Demonstrates in-depth knowledge of program or service. Demonstrated ability in creating presentations and developing training modules. Develops strategies to achieve organizational goals. Demonstrated analytical and decision-making skills to develop creative processes for continuous program or service improvements. Demonstrated analytical and decision-making skills to develop creative processes for continuous program or service improvements. Proven track record of collaboration, facilitation, problem solving, marketing, leadership, and partnership management. Additionally, this position requires ability for planning, public speaking, project management and process improvement. Individual must be customer oriented, organized, and able to operate with an orientation toward solutions with an external focus, and team orientation.

**Other:** Intermediate level proficiency with MS Office software, including Word, Excel, PowerPoint and Outlook. Familiarity with federal, state, and local employment laws.

Must be able to perform all assigned responsibilities under "grey sky" requirements. This position is also responsible for ensuring that all American Red Cross finance policies and procedures are followed as related to the scope of work activity.

**Work Conditions:** Work is performed indoors with some potential for exposure to safety and health hazards related to emergency services relief work. May travel and participate in meetings and conferences throughout chapter jurisdiction, state and Red Cross system. **Because the Red Cross is a disaster response organization, staff may be asked to be on 24-hour call during period of major disaster.**

The American Red Cross is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race,

color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law.

Please note: If you are contract personnel or an independent consultant to the American Red Cross, you must access our job opportunities through the [External Career Center](#).

You must be in your current position for a minimum of 6 months to be eligible to apply for other internal positions.

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To view the EEOC Summary of Rights, click here: [Summary of Rights](#).

**External Site URL** [https://americanredcross.wd1.myworkdayjobs.com/American\\_Red\\_Cross\\_Careers/job/Elizabeth-City-NC/Disaster-Program-Specialist\\_RC42465](https://americanredcross.wd1.myworkdayjobs.com/American_Red_Cross_Careers/job/Elizabeth-City-NC/Disaster-Program-Specialist_RC42465)  
**Social Share Title** We're Hiring for Disaster Program Specialist!

Job Details

**Job Requisition ID** RC42465  
**Location** HUM NC Elizabeth City - Eastern North Carolina Region - NC620  
**Posting Date** 03/17/2021 - 15 days ago  
**Job Family** Disaster Services  
**Time Type** Full time  
**Job Type** Regular  
**Supervisory Organization** Eastern North Carolina Rgn Department (Kimberly Mattox (406747))

Recruiter



Lori Gouzien (287200)

Hiring Manager

Kimberly Mattox (406747)

Team Members