

MISSISSIPPI COMMISSION FOR VOLUNTEER SERVICE

JOB DESCRIPTION

POSITION: Disaster Operations Volunteer Coordinator

DEPARTMENT: Operations

Characteristics of Work

This is a state funded position with the Mississippi Commission for Volunteer Service (MCVS). The incumbent is responsible for preparing MCVS resources to respond to a disaster as requested through the State Emergency Operations Center (EOC) and as outlined in the Mississippi Comprehensive Emergency Management Plan (CEMP). The incumbent is responsible for directing and overseeing any and all MCVS resources deployed in the event of a disaster. The incumbent is responsible for coordinating with local, state, and national agencies, both voluntary and government, to accomplish MCVS's disaster goals. This position requires travel statewide and out of state on an as-needed basis; a valid Mississippi Driver's License is required.

Qualifications

This position requires a four-year degree in an emergency management, political science, or communications-related field. A minimum of two years of experience in an emergency management field is also required; experience in field supervision is preferred. Additionally, the incumbent with knowledge of ICS 100, 200, 700, and 800, with ICS 300 certification is preferred. The incumbent must be familiar with FEMA and NIMS regulations, policies, and procedures, especially as they relate to volunteers and donations management. This position requires proficiency in Microsoft Office, Excel, Power Point, and Access.

Essential Functions

1. Implement the MCVS Continuity of Operations Plan and coordinate disaster-related efforts of MCVS during local response initiatives and statewide CEMP activation. Assist Emergency Management Assistance Compact member states as requested by those states and as directed by the Mississippi State EOC.
2. Coordinate training for volunteers and organizations in proper disaster response procedures regarding volunteer and national service efforts in support of rapid repairs to transition survivors back into homes as quickly as possible through the Volunteer Response Center (VRC) Model.
3. Track and report information on all volunteer response and disaster housing repair assistance request, provided, and referred through VRCs.
4. In non-disaster times, dedicate oneself to disaster preparedness by building the capacity of volunteers and voluntary organizations to effectively address disaster-related needs.
5. Regularly develop and disseminate resources to educate national partners and funders on the disaster-focused volunteer programs in Mississippi and to educate volunteers and national service members in disaster preparedness and response procedures.
6. Engage in grant-writing and strategic resource development to support disaster-related volunteer support efforts of MCVS.
7. Serve in an official or unofficial leadership capacity on governing boards to advise and direct the coordination of volunteers in Mississippi during a disaster and liaise between all voluntary and government agencies with a disaster mission or focus and MCVS.

COMPETENCIES: The following competencies describe the performance expectations for a successful employee in this position. Employees may be evaluated on these competencies as part of their performance review. The example behaviors under each competency may be modified by the agency as needed. Entry level employees may not be expected to possess the competencies at time of hire, but should be able to successfully demonstrate the behaviors after a reasonable period of time, usually 3-6 months.

CORE COMPETENCIES:

Integrity and Honesty – Demonstrates a sense of responsibility & commitment to the public trust through statements & actions.

- Models and demonstrates high standards of integrity, trust, openness & respect for others.
- Demonstrates integrity by honoring commitments and promises.
- Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic – Is productive, diligent, conscientious, timely, and loyal.

- Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation – Demonstrates a commitment to quality public service through statements and actions.

- Seeks to understand and meets and/or exceeds the needs and expectations of clients.
- Treats clients with respect, responding to requests in a professional manner, even in difficult circumstances.
- Provides accurate and timely service or re-negotiates term changes when needed.
- Develops positive relationships with customers.

Accountability – Accepts responsibility for actions and results.

- Is productive and carries fair share of the workload.
- Focuses on quality and expends the necessary time and effort to achieve goals.
- Demonstrates loyalty to the job and the agency and is a good steward of state assets.
- Steadfastly persists in overcoming obstacles and pushes self for results.
- Maintains necessary attention to detail to achieve high level performance.
- Deals effectively with pressure and recovers quickly from setbacks.
- Takes ownership of tasks, performance standards, and mistakes.
- Has knowledge of how to perform one's job.
- Knows the organization's mission and functions and how it fits into state government.

Self-Management Skills – Effectively manages emotions/impulses & maintains positive attitude.

- Encourages and facilitates cooperation, pride, trust, and group identity.
- Fosters commitment and team spirit in disaster situations.
- Works effectively and cooperatively with others to achieve goals.
- Treats all people with respect, courtesy, and consideration.
- Remains open to new ideas and approaches.
- Avoids conflicts of interest.
- Promotes cooperation and teamwork.
- Continuously evaluates and adapts; copes effectively with change.
- Allows self and others to make mistakes and learns from those mistakes.
- Values volunteerism.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

- Demonstrates cross-cultural sensitivity and understanding.
- Identifies and seeks to solve problems and prevent or resolve conflict situations.
- Encourages others through positive reinforcement.
- Models appropriate behavior.
- Recognizes and develops potential in others; mentors and helps others translate vision into action.

Communication Skills – Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

- Expresses facts and ideas both verbally and in writing in a clear, convincing, and organized manner, helping others translate vision into action.
- Takes into account the audience and nature of the information.
- Listens to others, attends to nonverbal cues, and responds appropriately.
- Receives cues such as body language in ways that are appropriate to listeners & situations.
- Communicates ideas, suggestions and concerns as well as outcomes and progress throughout the process of an activity.
- Communicates with co-workers; keeps them informed of activities, time lines, and other information necessary for coordination of activities and to enable them to share correct information to external stakeholders.
- Provides thorough and accurate information.

Self-Development – Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

- Seeks efficient learning techniques to acquire and apply new knowledge and skills.
- Uses training, feedback, or other opportunities for self-learning and development.
- Develops and enhances skills to adapt to changing organizational needs.

MANAGEMENT COMPETENCIES:

Emotional Maturity – Conducts oneself in a professional, consistent manner when representing the organization.

- Exhibits the ability to work through challenges and create opportunities.
- Has the ability to work through adversity; holds self and others accountable for actions.
- Takes risks appropriate to one's level of responsibility.
- Acts as a settling influence in a crisis.
- Emulates proven leaders.

Macro Oriented – Exercises good judgment; makes sound, well-informed decisions.

- Communicates organizational vision; understands effects of decisions on the organization & on other organizations as well as how external factors impact the organization.
- Acts as a change agent by initiating and supporting change within the agency.
- Understands and appropriately applies procedures, requirements, and regulations to specialized areas of expertise.

Working Through Others – Supports, motivates, and advocates for MCVS disaster mission.

- Recognizes and appreciates diversity.
- Creates synergistic teams using strengths of all team members.
- Clearly and comfortably delegates work, trusting and empowering others to perform, and sharing both responsibility and accountability.
- Knows and understands staff's strengths and needs.
- Reinforces and rewards individual and/or team efforts and positive behaviors.
- Monitors workloads and provides feedback.
- Provides open and effective reciprocal communication.
- Effectively supervises FEMA Corps Teams and NCCC Response Teams, as needed.
- Is fair, yet firm with others.

Results Oriented – Plans effectively to achieve or exceed goals, sets and meets deadlines.

- Identifies, analyzes, and solves problems.
- Develops or participates in the development of performance standards and outcomes, knows what and how to measure, and provides effective feedback.
- Uses change management skills to bridge the gap between current and desired results.
- Pushes self and others for results.

Disaster Resource Management – Acquires, effectively and efficiently administers, and allocates resources: human, financial, material and informational.

- Demonstrates ability to plan, prioritize, and organize.
- Works to develop and implement strategic planning for the agency.

TECHNICAL COMPETENCIES:

Political Savvy – The ability to evaluate characteristics of each situation and uses appropriate tactics to achieve results.

- Knows and understands complex organizations.
- Achieves results when dealing with complex situations
- Anticipates difficulties and plans approach appropriately.
- Effectively interacts and interfaces with different organizations and individually appropriately by varying styles as needed.
- Is creative and finds ways to accomplish goals.
- Builds positive relationships.
- Plans strategy, yet remains flexible.
- Articulates organizational mission, goals, and objectives in a manner that relates to different audiences.

Problem Solving/Decision Making – The ability and willingness to work with people and identify and solve problems in order to effectively and efficiently achieve goals of agency.

- Effectively recognizes and defines problems before seeking solutions.
- Seeks input on problem identification and solution from appropriate sources before moving to a solution.
- Negotiates when necessary to resolve problems.
- Seeks to identify & resolve conflict situations, & effectively deals with issues & people.

- Effectively develops and utilizes teams to solve problems.
- Analyzes the effects of decisions on all stakeholders.
- Exhibits the ability to handle multiple issues and projects concurrently.
- Remains calm and rational under extended periods of highly stressful activities.

Stakeholder Relations – The ability and willingness to interact and communicate with stakeholders.

- Listens to the needs of stakeholders & addresses the issues in a timely & positive manner.
- Proactively provides stakeholders with proper information in an effort to promote the work of the agency and to reduce the occurrence of problems.
- Articulates service programs and needs to the community.
- Builds alliances to meet goals through cooperative collaboration.
- Markets the vision and work of the MCVS to various stakeholders.
- Participates in the development and presentation of a strong public relations program that delivers the message of MCVS to various stakeholders.
- Represents the agency in local, state, and national activities.

Technical Proficiency – The ability and willingness to exhibit competency in the technical areas needed to perform the specific job.

- Reads, comprehends, interprets and implements the federal and state laws, the policies, rules and regulations that govern the agency.
- Demonstrates proficiency in applicable technical areas based on the application of acquired technical knowledge.
- Monitors compliance with policies and laws.
- Recognizes the need for continued professional and technical development.
- Participates in professional activities to enhance knowledge and skills.