

Volunteer Job Description

Job Title: Community and Emergency Response Team (C.E.R.T.) Member

Service Area: City of Ottawa and Zone 1

Supervisor: C.E.R.T. Team leader / C.E.R.T. Coordinator

Goal or Purpose of the Position:

This position provides emergency social services/victim support within The Salvation Army Emergency Disaster Services guidelines, to people affected by personal disasters

Major Responsibilities:

- Complete a needs assessment with the people affected by the disaster.
- Provide comfort to the people affected by the disaster.
- Provide services based on policies and procedures of the Ottawa Booth Centre and the Emergency Disaster Services guidelines.
- Complete necessary paper work (i.e. reports, vouchers, needs assessments etc.).
- Provide referrals to partner agencies and other community based groups.
- Participate in training and preparedness activities.
- Work professionally with our PPDA partners (Ottawa Fire Services, Ottawa Police and Red Cross).

Time Commitment:

- 1 year (Minimum).
- Ability to respond during non-traditional hours (i.e. 24 hours).
- Ability to be on an on-call schedule to carry a pager and respond to calls.
- Participate in orientation training and additional training from time to time.

Qualifications:

- Excellent English communication skills (verbal and written).
- Additional languages skills an asset.
- Excellent listening skills.
- Reliable with the ability to remain calm during a crisis.
- Ability to empathize with people affected by disaster.
- 18 years of age (minimum).
- Valid Driver's License and ability to respond to calls when scheduled (must have vehicle).
- Pass a criminal reference check.
- Successful completion of mandatory training.

Training and/or Preparation Required:

All other training that is not marked mandatory will be offered to volunteers when available

- ◆ Introduction to C.E.R.T. Volunteer Training – Mandatory
- ◆ Emergency First Aid – Mandatory
- ◆ Crisis intervention skills training
- ◆ Any Salvation Army Emergency Disaster Services Training (i.e Incident command system etc.).

Work Location: City of Ottawa

Benefits to the Volunteer:

- Free training/certificates.
- Gain emergency management skills/experience.
- Achieve a great sense of personal accomplishment.
- Ability to network with emergency services of Ottawa (i.e. Ottawa Police, Fire and Paramedics).
- Great addition to a resume.
- Making a positive impact on your community and with victims.