
Preparing for and Managing a Spontaneous Volunteer Workforce DSSSS201C, 07/06

Description	<p><i>Preparing for and Managing a Spontaneous Volunteer Workforce</i> is a basic level, online disaster course consisting of four separate modules that reside on the Red Cross Learning Management System (LMS). The course provides participants with the knowledge and skills needed to prepare for and manage volunteers with no previous Red Cross affiliation who come forward to work with the Red Cross when a disaster threatens or occurs.</p> <p>Participants must demonstrate mastery of the concepts presented in the course by correctly answering at least 80% of the questions on a final assessment in order to receive a certificate of completion.</p>
Purpose	<p>The purpose of this online course is to provide Red Cross staff with the knowledge and skills to prepare for, manage and maximize the use of a spontaneous volunteer workforce during a disaster event.</p>
Learning Objectives	<p>After completing this basic online disaster course, participants will be able to—</p> <ul style="list-style-type: none">• Define a disaster services spontaneous volunteer.• Describe the advanced preparation required to ensure an effective transition from a chapter response to a disaster relief operation.• Summarize the tasks related to preparing for and managing a spontaneous volunteer workforce.• List all available resources for local volunteers.• Discuss the importance of continually reviewing and processing Staff Requests.• Explain the process of assigning spontaneous volunteers including the ongoing recruitment, screening, interviewing, tracking, and placement of staff.• Describe the use of volunteer groups as a source of workers.• Describe the benefits of using volunteers from local community resources.
Audience	<p>Participants will be:</p> <ul style="list-style-type: none">• Chapter Coordinator of Disaster Volunteers (CDV) Team and/or Chapter Disaster Volunteer Managers / Directors / Chairpersons who will be the frontline in welcoming a spontaneous volunteer workforce when a disaster threatens or occurs.• DSHR members who are currently serving, or are interested in serving, in Staff Services. The course is required for Staff Services, Workforce Planning and Acquisition activity workers.• Supervisory staff from all DSHR groups including Operations Management.• Other individuals at the chapter or service area level interested in learning more about spontaneous volunteer management, or whose duties may interrelate with spontaneous volunteers.

Prerequisites	Recommended: <ul style="list-style-type: none">• <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 07/06)• <i>Fundamentals of Staff Services</i> (DSSSS200C, 07/06)
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Length	The course is comprised of four modules, and takes approximately 45 minutes to complete.
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Scheduling	Chapters and Service Areas are responsible for scheduling participants through the Learning Management System (LMS). Participants can access this self-paced course 24 hours a day, 7 days a week via the internet.
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Instructor Requirements	Because this course is available online, no instructors are required.
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Materials	Because this course is available online, no materials are required.
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