This document contains all the draft COVOAD/DVCT Incident Support Team (CODIST) position Descriptions available as of June 30th, 2014. Additional positions descriptions pending.

The positions/descriptions are in the following order:

1. COVOAD Admin Unit Leader  
2. COVOAD Internal Communication Unit Leader  
3. COVOAD Membership Unit Leader  
4. COVOAD Reporting Unit Leader  
5. COVOAD Social Media Unit Leader  
6. COVOAD Staffing Unit Leader  
7. COVOAD Website Unit Leader  
8. COVOAD_DVCT EOC Liaison Unit Leader  
9. DVCT Donations Coordination Unit Leader  
10. DVCT Group Supervisor  
11. DVCT HelpColoradoNow org Unit Leader  
12. DVCT NDMN Administrator Unit Leader  
13. DVCT NDMN Allocator Unit Leader  
14. DVCT Volunteer Coordination Unit Leader

Positions Descriptions Pending

- COVOAD Group Supervisor  
- COVOAD Crisis Clean-up Unit Leader  
- COVOAD Training Unit Leader  
- DVCT Volunteer Coordination Unit Leader
COVOAD Admin
Unit Leader

Description
Support CODIST through administrative and general support. Assist with communication/coordination among CODIST Unit Leaders. Ensure effective communication flow with COVOAD membership. Update/revise documents as needed, and disseminate them as appropriate.

Responsibilities

CODIST Support
- Assist COVOAD Group Supervisor, and other CODIST members, as needed, with general admin support
- In coordination with Group Supervisor, respond to inquiries on COVOAD Gmail/Google voice accounts
- Communicate with membership, as requested, to facilitate effective interagency coordination and communication
- Assist with communication flow, through:
  - Management of Gmail/voice accounts
  - Communicating with members
  - Meeting reminders
- Provide support to Unit Leaders as needed (with approval of Group Supervisor)
- Help facilitate coordination and communication among various CODIST Unit Leaders as needed
- Assist with updating/storage of documents as needed
Internal Communications
Unit Leader

Description
Facilitate effective communication flow among COVOAD membership to ensure timely and accurate sharing of key information among members. Also facilitate communication flow between other groups, such as DVCT, Recovery groups, . Reports to COVOAD Group Supervisor.

Responsibilities

COVOAD Conference Calls/Meetings
• Schedule, develop agenda for and facilitate COVOAD meetings
• Ensure notes are taken during meetings/conference calls and distribute as appropriate
• Send meeting announcements/reminders to membership
• When meetings are part of response/recovery efforts, ensure key individuals/agencies from affected community are invited, including local EM, VOADs, voluntary organizations, elected officials, donations and volunteer coordinators etc.
• Ensure EOC Liaison is aware of agency activities so he/she can report out as appropriate

Listserves
• Ensure COVOAD Group Gmail listserve is up to date with all members’ contact info
• Ensure key information is communicated to membership, including meeting notes, updates on agency activities, community needs, response/recovery issues/challenges, highlights from Recovery meeting and other as appropriate

Linking with Other Groups/Meetings (during disasters only)
• Participate in other meetings/calls (i.e, Colorado Recovery, NASEDOVOC, NVOAD etc..) and update group as needed on COVOAD and DVCT activities (being careful not to speak on behalf of agencies, but rather reporting on what has been stated)
• Capture key information from these meetings and report back to COVOAD membership and/or specific agencies as appropriate
COVOAD Membership
Unit Leader

Description
Facilitate initial ‘vetting’ of members, ensure new members receive ‘welcome packet’, manages/maintain COVOAD ‘Jotform’ database with member information, maintain contact list for all members and update ‘Agency Profile Matrix.’ Reports to COVOAD Group Supervisor.

Responsibilities

Member ‘Vetting’ and ‘Welcome’
- Oversee initial vetting of applications for COVOAD membership
- Request any needed information/documentation from applicants
- Make recommendation to COVOAD to approve/deny agency membership applications
- Ensure new members receive COVOAD ‘welcome packet’

COVOAD Contact List and JotForm
- Maintain up to date contact list for COVOAD membership
- Use Jotform (or other tool) to update/edit contact info
- Follow-up with organizations who have not completed online Membership Application
- Monitor/maintain COVOAD Jotform account (web database tool that captures Membership Application Information) with up to date member information
- Periodically distribute contact list to all COVOAD members via Gmail account

Agency Profile Matrix (membership or ex team?)
- Maintain up to date Agency Profile Matrix for COVOAD membership
- Periodically, distribute Matrix (and post as appropriate)

COVOAD Agency Resource List (Membership or Ex team?)
- Maintain list/add new members
- Periodically distribute list
Description
Coordinate accurate and timely collection/reporting of data from member agencies on goods and services provided to those affected by disasters.

Responsibilities

Data Collection and Distribution
• Connect and coordinate with POCs from COVOAD agencies to regularly obtain data on goods and services provided (or have system for agencies to enter data directly on web tool)
• With COVOAD leadership, determine how often members are to submit their data reporting sheets, and what email address agencies should send their data reporting sheets to
• Communicate with COVOAD membership the need for, and importance of, capturing and reporting data (for both ‘cost share’ and general reporting)
• Provide data reporting sheet template, and any instructions, to all members
• Follow-up with agencies not reporting data
• Enter all data into consolidated reporting sheet for all agencies
• Regularly check formulas, content, categories, on data reporting sheet for accuracy

Cost Share
• Inform membership of the basic concept behind ‘cost share’ (per FEMA Recovery Policy 9529.2)
• Distribute “Guidelines for COVOAD Members on Documenting Volunteer Hours and Cost Share in Declared Disasters’
• Ensure plan is in place to collect and copy any volunteer sign-in sheets/documentation on donated resources to ensure compliance with FEMA Recovery Policy 9529.2.

Reporting/Distribution
• Distribute consolidated and completed data reporting sheets as requested by COVOAD Group Supervisor
• Create brief summary of data in narrative form, and distribute as requested by COVOAD Group Supervisor
COVOAD and DVCT Social Media
Unit Leader

Description
Support COVOAD and DVCT by coordinating social media to ensure accurate and
timely dissemination of information. Track social media (as well as regular media and
internet) to gain situational awareness of community needs, opportunities to coordinate
with local partners, donations and volunteer activities, self-deployment and correct any
misinformation.

Responsibilities

General Coordination with Key Agencies
• Connect and coordinate with respective agencies and POCs from DVCT and
COVOAD to establish messaging priorities, frequency and forms of social media
to be used
• Identify POCs for key agencies (COVOAD, DVCT, state/local PIOs, VOAD
agencies, other) for content of posts
• Be sure to be ‘following’ key agencies, including local EM, VOADs, etc. (may be
event specific)
• Build ‘followers’ on media sites

Push-Out Information, including:
• Send regular tweets and posts (daily during disasters) on Facebook, Reddit
and Twitter in regards to general information, COVOAD and DVCT (via Hootsuite)
• During non-disaster times, push messaging on affiliating prior to event, ongoing
volunteer needs, updates on what agencies are doing in recovery, etc.
• Direct public to www.HelpColoradoNow.org for information on how to help
• Reinforce the message that financial contributions are the best way to help
• Post material donation info, including items needed/not needed and where to
take items (collection center, NDMN, warehouse, etc.)
• Post volunteer info, including ‘do not self-deploy’ needs in recovery phase, etc.
• Share 2-1-1 info (URL for online Resource & Recovery Guide)
• Post/Tweet urgently needed material items
• Brief info/uploads on COVOAD and DVCT member agencies (work being done,
events, stats, activities)
• Other information on donations and volunteering
• Disaster Unemployment and Disaster Legal Services
• Delete any unnecessary or incorrect information on Facebook, Twitter or Reddit

Needs Feeds for NDMN
• Circulate Needs Feeds for needed items entered into NDMN
• http://www.aidmatrixnetwork.org/SCMPublicPortal/PublicPortal/InkindNeeds.aspx
  ?PortalID=6
  • If URL does not work, contact Aidmatrix

Scan/Monitor to Social Media (Google, news media, blogs, Twitter etc.)
• Donation and volunteers needs
• Spontaneous unaffiliated volunteers self-deploying
• Unsolicited donated material items ‘showing-up
• Unknown groups popping-up in response to event
• Scan for rumors or frustrations regarding COVOAD, HCN, etc.

Responding to Social Media
• Report any items from above section to COVOAD or DVCT Group Supervisors (as appropriate)
• Work with COVOAD and DVCT for any action needed on above
• Reply to messages or posts as appropriate
• Forward useful information to parties as appropriate
• Correcting rumors or misinformation

Social Media Tools
May want to give brief description of less common tools
• Facebook
• Twitter
• Youtube
• Hootsuite
• Reddit
Description
Coordinate staffing for COVOAD and DVCT functions. Staffing coordination includes: shift planning, scheduling of team, tracking team availability, tracking functions that team members are able to fill and communicating scheduling to concerned parties.

Responsibilities

General Coordination
• Identify and regularly assess staffing needs in conjunction with COVOAD Group Supervisor
  o Staffing should be done for both non-disaster and disaster times
• Reach-out to support team to determine availability
• Create staffing structure that includes the following:
  o Functions needing to be staffed, shift times (if applicable) and location of assignment (remote? Site?)
  o Scale of support needed – estimated time demand for each function or estimated number of people needed to address all functions in Support Team org chart (assuming full time), recommendations for what positions can be ‘grouped’ and done by one person, etc.
• Seek opportunities to recruit additional staff when and if needed
  o COVOAD member agency volunteers, Americorps, FEMA Corps, other…
• Maintain up to date contact information for team members

Support to Team
• Periodically check in with team members filling functions to assess if additional support/staffing is needed, if they have sufficient guidance/oversight, if they are content with their position, if they if they are willing/able to take on additional tasks
• Ensure team members get some time off, even in early response phase. It is important not to burn team out!

Reporting
• Track hours worked by team
Colorado VOAD Website
Unit Leader

Description
Responsible for ensuring the Colorado VOAD website is updated regularly for timely and accurate information. Reports to COVOAD Group Supervisor.

Responsibilities

Administration (Administration specific tasks may be limited to small group)
• Act as website administrator for ColoradoVOAD.org
• Approve/add new users for tool (in coordination with COVOAD Group Supervisor)
• Liaise with web host (Vision Link) as needed
• Participate in regular Vision Link webinar trainings for functionality of site

Website – general
• Make necessary updates/edits to site as requested by COVOAD, DVCT and/or PIOs. Changes may include, but are not limited to:
  o Web layout or design
  o Wording/messaging
    • General or specific to a disaster
  o Web links
  o Uploading photos
  o Uploading documents (or provide links to documents)
  o Ensure list of members is up to date
    • Coordinate with COVOAD Membership Committee
  o Ensure COVOAD officers contact information is up to date

Website – Resources Page
• Upload documents (or provide links to) ‘Resources’ tab
• Organize page as appropriate, providing resources to various users (new members, emergency management, basic tools, other.)

Quality Control
• Periodically review entire website for accuracy and relevance
• Test newly added links after every update to ensure they are correct and work
• Check all links periodically to ensure they work
• Double check spelling on all new text (cut/paste into Word document, have text reviewed by colleague…). There is no spell check on software to ensure accuracy.
EOC Liaison
Unit Leader

Description
Serve as Liaison to EOC for COVOAD and/or DVCT as needed. Coordinate with various ESFs in EOC to identify and address gaps in service and work with CODIST and VOAD membership to address needs. Facilitate information flow between CODIST and EOC, including reporting out to EOC on DVCT and COVOAD member activities.

Responsibilities

General Support
• Maintain overall situational awareness on event, especially as it pertains to COVOAD and DVCT, and facilitate communication between EOC and CODIST
• Ensure resources available through COVOAD and DVCT is communicated to emergency management (state/local) and facilitate connecting emergency management with COVOAD/DVCT agencies as needed
• Forward resources available from COVOAD and DVCT to 2-1-1 for Relief and Recovery Guides
• Utilize WebEOC
  o To report on activities, capture key issues, and identify gaps in service
  o Communicate with CODIST, including shift handover notes
  o Submit and respond to Resource Request
• Coordinate with EOC, DVCT, ESF 15, and COVOAD members on long-term recovery issues
• Coordinate with various CODIST Unit Leads as needed to support various functions
• Report out on activities of COVOAD/DVCT member agencies to EOC

COVOAD Specific Support
• Work with EOC staff to identify gaps in services and assist in contacting COVOAD member agencies who may be able to address needs
• Inform emergency management of the resources available through COVOAD’s member agencies
• Keep COVOAD membership informed of developments, key decisions, needs, and other pertinent issues
• Engage local non-profits and service agencies to help address outstanding needs of those affected by the disaster

DVCT Specific Support
• Work with partners in the EOC to assess the level of unsolicited undesignated in-kind donations and spontaneous unaffiliated volunteers coming forward
• Inform emergency management of the resources available through DVCT
• If there is a need for support, coordinate with Donations/Volunteer Coordination Unit Leaders to activate ACSDR, CVCN, or other partner agencies.
• Provide support to ACSDR, CVCN, or other partner agency as needed – may include identification of facilities, support from other ESFs, securing items/equipment etc…
• Collect and disseminate key information regarding center(s), including: location(s), hours of operation, dates they will be open, and items that will be accepted.

• When appropriate, ensure steps are taken to formalize partnerships between voluntary agencies and emergency management (may include reviewing/drafting MOU, drafting Delegation of Responsibility etc…).
Donation Coordination
Unit Leader

Description
Support donations management activities for DVCT. Help facilitate the matching of material donations with agency needs. Serve as point of contact with agencies engaging in donations management. Ensure messaging on material donations, needs and how to help is effectively communicated.

Responsibilities

Donations Management Support
- Provide general support for management of unsolicited/undesignated donations
- Assist with the matching of material goods with agency needs
- Provide support to partner agencies to help them better utilize resources available via DVCT Support Team

Serve as primary POC for Donations Management Agency Partners
- Liaise with partner agencies providing donations management support
- Support agency partners as needed/appropriate
- Assist in facilitating coordination among various partners

Donations Center Coordination
- Act as the POC for daily updates from Donation Center (material items needed, priority items, material items not needed, approximate daily & cumulative numbers for clients served, etc.)
- Ensure above information is posted to HCN site and sent out via social media as appropriate
- Periodically, or when requested, send Donations Center POC the list of needs from HCN so they can remove or add items as needed

Public Messaging
- Work with Social Media Unit Lead as needed to:
  - Push out donation and volunteer information/needs, including Needs Feeds
  - Intercept inaccurate information
  - Circulate Needs Feeds
- Work with HelpColoradoNow.org Unit Lead as needed to:
  - Update messaging
  - Revise site/add photos/other
  - Ensure entire site is accurate (links working, spelling correct, etc.)
DVCT
Group Supervisor

Description
Provide oversight, guidance and support to DVCT. Assist with coordination and communication among Unit Leaders. Facilitate communication flow with Incident Support Team as well as with external partners. Maintain situational awareness of donation and volunteer management issues. Ensure overall readiness of Group. Manage and oversee all DVCT Unit Leaders.

Responsibilities

Support/Oversee DVCT Team
• Provide support to and oversight of all DVCT Incident Support Team Unit Leaders
• Ensure all positions are filled/staffed
• Connect with each position daily to determine needs, obstacles, key issues and updates

Situational Awareness
• Maintain overall awareness of material donation and spontaneous unaffiliated volunteers, including identifying and communicating with groups emerging to manage donations and volunteers
• Help identify needs/gaps in material donations/volunteers and seek options for addressing needs/gaps
• Participate in conference call meetings as needed
• Communicate needs/challenges/gaps to partners/team as appropriate

Outreach
• Ensure key parties, including government partners, private sector, and voluntary agencies, are aware of the resources and support available from DVCT
• Arrange briefings/trainings, as appropriate, to communicate resources available through DVCT

Public Messaging/Social Media
• Ensure messaging on how to help is drafted in coordination with key partners (VOADs, local jurisdiction, PIOs, etc.)
• Ensure messaging is updated, posted and disseminated as appropriate in coordination with key Specialist (Donations Coordination, HelpColoradoNow, Social Media, 2-1-1, COVOAD website)
• Coordinate with Social Media Specialist/Donations Coordination Specialist to track trends and intercept misinformation on donations and volunteer issues

Reporting
• Create and distribute reports on DVCT related issues/activities
• Report out on activities to COVOAD, Recovery groups, Web EOC, and others as requested
HelpColoradoNow.org
Unit Leader

Description
Responsible for ensuring the HelpColoradoNow.org website is updated regularly for timely and accurate information. Reports to DVCT Group Supervisor.

Responsibilities

Administration (Administration specific tasks may be limited to small group)
• Act as website administrator for HelpColoradoNow.org
• Approve/add new users for tool (in coordination with DVCT Group Supervisor)
• Liaise with external web developer and/or web host as needed
• Run reports on site usage

Website – general
• Make necessary updates/edits to site as requested by COVOAD, DVCT, and/or PIOs Changes may include, but are not limited to:
  o Web layout or design
  o Wording/messaging on how to help
  o Web links
  o Uploading photos

Website – Financial Contributions Page
• Create/update list of agencies accepting financial contributions
  o Work in close coordination with COVOAD and DVCT leadership to ensure agencies are vetted (member of VOAD, have 501c3 status, etc.) and are working in coordination with coordinated response/recovery efforts
  o Ensure correct URL is used to direct public to financial donations page (confirm with agency if needed)

Website – Material Donation Centers
• Create/update page for material donation centers (if applicable)
  o Include location, operating hours and any special instructions for center(s)
  o Update (add/remove) items ‘needed/not needed’ regularly/daily
  o Updates for donation center needs will be received from DVCT Group Supervisor

Quality Control
• Periodically review entire website for accuracy and relevance
• Test newly added links after every update to ensure they are correct and work
• Check all links periodically to ensure they work
• Double check spelling on all new text (cut/paste into Word document, have text reviewed by colleague…). NOTE: There is no spell check on software to ensure correct spelling.
  o To edit website, go to:
    http://helpcoloradonow.org/index.php/component/users/?view=login
NDMN/Aidmatrix Administrator  
Unit Leader

Description
Provide administrative oversight and support for NDMN/Aidmatrix tool. Support to include: overall site ‘readiness,’ custom wording on site, outreach and education on tool, assisting users in gaining access to tool and support for Allocator(s). (Note: Administration of site applies to both donation and volunteer module. However, management of volunteer offers is managed by CVCN).

Responsibilities

Administration of Tool and Overall Site ‘Readiness’
- Admin and Readiness:
  - Ensure portal landing page is updated/customized
  - Approve/decline users
  - Liaise with Aidmatrix staff for support, troubleshooting, etc.
  - Run reports on database as needed/requested
  - Update wording in tool as needed/appropriate
  - Customize wording on website as appropriate
  - Customize ‘auto emails’ to donors as appropriate (for BOTH donations and Volunteers)

Engagement of Recipient Agencies
- Assist agencies in using the NDMN/Aidmatrix tool (assist with registration, approve users, ensure new users have NDMN/Aidmatrix Recipient Agency User manual and other resources)
- Work in coordination with COVOAD and DVCT leadership to determine who/what agencies are approved to use NDMN/Aidmatrix tool

Donations Center Coordination
- Ensure Donation Center information is posted on HCN site (material items needed/not needed, hours of operation etc.). Coordinate with Group Supervisor and HCN Unit Lead.

Oversight of Allocator
- Provide support to and oversight of Allocator
- Ensure all functions under role of Allocator Unit Lead are being executed, including:
  - Allocation of offers – offers in tool are being properly reviewed, allocated, declined, and matched as appropriate. Donors are contacted as needed/appropriate.
  - Needs Feeds – Partners are aware of and able to use Needs Feeds and feeds are posted on HCN, social media and other sites as appropriate
  - Facilitate matching of offers in tool by coordinating with tool users
  - Ensure proper use of tool by users and ensure site is kept ‘clean’
NDMN/Aidmatrix Allocator
Unit Leader

Description
Provide support to DVCT through allocation of material offers entered into NDMN/Aidmatrix and facilitate effective use of material offers in tool. Assist COVOAD members and responding partners with gaining access to NDMN/Aidmatrix, including providing technical support to users. (Note: this position does not manage volunteer module of NDMN, only material donations).

Responsibilities

Allocation of Offers (Donations Module ONLY)
- NDMN/Aidmatrix Allocator Duties:
  - Review material offers on a regular/daily basis and allocate/accept/reject as appropriate
  - Help ‘match’ offers in tool with recipient agencies (ask agencies what they need, make them aware of potentially valuable offers, etc.)
  - Contact donors (when appropriate) and direct them to local Donations Center

Facilitate Matching of Offers with Needs
- Check-in with COVOAD agencies and other partners to see if they need specific items
- Inform agencies when a donation offer is listed on NDMN/Aidmatrix that may be of value to that agency (export offers into excel sheet, contact agencies directly, etc.)

Maintenance of Offers in Tool
- Monitor offers in tool
  - Ensure status of offers is accurate
  - Ensure potentially useful/valuable offers do not ‘slip through cracks’
- Ensure proper use of tool by agencies, including:
  - Follow-up by agencies with donors to arrange delivery of donation
  - Agencies indicate offers are ‘accepted’ and ‘delivered’ as appropriate
  - Decline offers as appropriate
  - Keep database ‘clean’ by ensuring unneeded offers are ‘declined’ in a timely fashion

Needs Feeds
- Inform COVOAD and other partners of NDMN ‘Needs Feeds’ and ability to post needs on tool
- Ensure Needs Feeds are posted on HCN, sent out on social media, posted on other sites as appropriate (coordinate with HCN and Social Media Unit Leads as appropriate)
- Help agencies post needs on NDMN/Aidmatrix if needed (walk them through process or post on behalf of agency)
COVOAD & Other Partner Outreach:
  • Check-in with COVOAD agencies and see if they need items
  • Help agencies post needs on NDMN/Aidmatrix if needed (walk them through process or post on their behalf)
  • Inform agencies when a donation offer is listed on NDMN/Aidmatrix that may be of value to that agency (export offers into excel sheet, contact agencies directly, etc.)
Volunteer Coordination
Unit Leader

Description
Support volunteer coordination activities for DVCT. Help facilitate the matching of spontaneous unaffiliated volunteers with agency needs. Serve as point of contact with agencies engaging in coordination and management. Ensure messaging on volunteering, needs and how to help is effectively communicated.

Responsibilities

Volunteer Coordination Support
• Provide general support for the coordination of spontaneous unaffiliated volunteers
• Assist with matching volunteers with agency needs
• Provide support to partner agencies to help them better utilize resources available via DVCT Support Team

Serve as primary POC for Volunteer Coordination Agency Partners
• Liaise with partner agencies providing volunteer coordination support
• Support agency partners as needed/appropriate
• Assist with facilitating coordination among various partners
• Get daily updates from volunteer coordination partners on volunteer needs, challenges, projects, etc.

Tracking Volunteer Hours
• Work with State VAL, COVOAD, FEMA to:
  o Determine how volunteer hours will be captured, shared and documented for general documentation and for potential Federal Cost Share
  o Communicate background/basic concept of Federal Cost Share - the importance of tracking volunteer hours to offset costs in declared disasters
  o Ensure VOADs are properly documenting volunteer hours

Public Messaging
• Work with Social Media Unit Lead as needed to:
  o Push out volunteer information/needs including Needs Feeds (does this need to be defined?)
  o Intercept inaccurate information
  o Circulate Needs Feeds

• Work with HelpColoradoNow.org Unit Lead as needed to:
  o Update messaging
  o Revise site/add photos/other
  o Ensure entire site is accurate (links working, spelling correct, etc.)