

## **EMERGENCY SOCIAL SERVICES POSITION DESCRIPTION**

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**Position:**                   **EMERGENCY SOCIAL SERVICES DIRECTOR**

**Reports to:**               Emergency Program Coordinator

**DESCRIPTION:**       Responsible for the planning, development, implementation, and management of an Emergency Social Services program to enable the local community to respond quickly and effectively in providing essential services to survivors and responders affected by an emergency/disaster.

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**DUTIES**

**BEFORE AN EMERGENCY:**

- Appoint one to three alternate directors;
- Establish an ESS planning team and a regular meeting schedule;
- Determine and delegate planning responsibilities;
- Maintain support and motivation of team members;
- Oversee the orientation, training and evaluation of team members;
- Oversee the establishment of supplier agreements for services (food, clothing, lodging, etc.);
- Liaise with provincial, regional and community supports, e.g. Emergency Program Coordinator, Provincial Emergency Program (PEP), Canadian Red Cross, St. John Ambulance, The Salvation Army, media and others;
- Oversee the development and maintenance of community ESS plans;
- Attend community Emergency Planning Committee meetings as a member of the overall team that includes Fire, Police, Health, School Board, etc.;
- Promote public awareness of ESS program and emergency planning through displays, presentations, etc.

**DURING AN EMERGENCY:**

- Implement the ESS plan at the request of Emergency Program Coordinator, Mayor or designate, and assume responsibility for the ESS response;
- Report to the Emergency Operations Centre (EOC) or designated location;
- Secure a PEP Task Registration Number and communicate the PEP Task # to the ESS team;
- Consult with members of the EOC to identify general ESS requirements;

- Ensure communication links between the EOC and all ESS response sites;
- Consult with ESS team to manage human and material resources;
- Monitor situation by compiling information on immediate and projected ESS needs;
- Upon direction from EOC, begin demobilization process.

**AFTER AN EMERGENCY:**

- Ensure ESS workers clean up and return borrowed supplies and equipment;
- Receive and compile operational reports from all ESS sites;
- Ensure ESS workers receive an operational review and emotional debriefing;
- Ensure follow up where required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Volunteer management experience is an asset;
- Decisive, resourceful and ability to prioritize;
- Excellent organizational and interpersonal skills;
- Ability to delegate effectively;
- Strong written and oral communication, and report writing skills;
- Self-starter with the ability to motivate team members;
- Program planning, development and management experience is an asset;
- ESS Directors Course (Justice Institute);
- Other ESS training -- particularly Reception Centre Course, Managing Walk-In Volunteers and Group Lodging Course --would be an asset.

**SUITABILITY:**

- At least 19 years of age;
- Must be available to respond on short notice;
- Must be able to work long shifts as required.

**GENERAL:**

- Honest and open with other volunteers regarding your intent, needs and skills;
- Works in a professional manner and is respectful to evacuees and team members;
- Respects the confidentiality of evacuees and responders;
- Desires to be of assistance to others;
- Adhere to ESS Standards of Conduct at all times.

Revised Feb 2006