



Position Description

Director, Disaster Services

Points of Light Institute inspires, equips and mobilizes people to take action that changes the world. The Institute has a global focus to redefine volunteerism and civic engagement for the 21st century, putting people at the center of community problem solving. We are organized to innovate, incubate and activate new ideas that help people act upon their power to make a difference. Points of Light Institute operates three dynamic business units that share our mission: HandsOn Network, MissionFish and the Civic Incubator.

HandsOn Network, the volunteer-focused arm of Points of Light Institute, is the largest volunteer network in the nation and includes more than 250 HandsOn Action Centers in 16 countries. HandsOn includes a powerful network of more than 70,000 corporate, faith and nonprofit organizations that are answering the call to serve and creating meaningful change in their communities. Annually, the network delivers approximately 30 million hours of volunteer service valued at about \$626 million. For more information, please visit www.HandsOnNetwork.org.

Position Title: Director, Disaster Services

Department/Business Unit: Affiliate Advancement/HandsOn Network

Position Reports to: Regional Vice President, Member Services

Location: Atlanta

Position Overview

This role is responsible for developing the disaster engagement strategy and increasing the capacity of the Affiliate network to effectively engage volunteers in all phases of disaster: preparedness, response, and recovery. This person will help our affiliates and our national office develop strategies, processes and systems to be effective resources when disasters strike. This role will work closely with the HandsOn Network Affiliate Advancement and Mobilization and Impact departments in the HandsOn Network business unit. This role will also coordinate and manage a long standing disaster committee in these efforts.

The Director, Disaster Services will help to develop the following competencies across the network:

- Spontaneous unaffiliated volunteer management (SUVs) and Volunteer Reception Center (VRC) management in times of disaster
- Defining non-profit needs in times of disaster and matching volunteers to those needs
- Project execution (large scale and/or ongoing) as part of long-term recovery
- Identifying and participating in the development of technology that best supports organizations managing SUVs and VRCs.

The Director, Disaster Services must align his/her work with new and existing funder commitments while building on our core mission and demonstrating our unique niche in the disaster arena. He/she should also be comfortable dedicating some time to support fundraising efforts, including providing reports and updates to current funders, and handling other administrative duties as necessary. This position will also create a strategy for international disaster response.

Essential Responsibilities:

Preparedness

- Coordinate and support the HandsOn Network Affiliate Standing Committee for Disaster.
- Facilitate development of mutual aid/support agreements among affiliates. This will include the development of Affiliate Regional Response Teams.
- Coordinate and deliver toolkits, trainings and boot camps for affiliates on community preparedness to increase the number of affiliates ready to respond to disaster
- Guide affiliates' efforts to be incorporated into local emergency response plans and connect them with COAD/VOAD (Community/Voluntary Organizations Active in Disaster), Red Cross, FEMA, Citizen Corps and other disaster responding organizations.
- Represent HON on Volunteer Management Committee of NVOAD and at disaster meetings with national partners and leaders in the disaster response community.
- Serve on conference workshop development team to develop the disaster track of the National Conference on Volunteering and Service.

Response

- Coordinate communication with disaster-affected affiliates and communities.
- Deploy Affiliate Regional Response Teams based on best practices and experiences in disaster response and recovery work to support disaster-affected affiliates.
- Keep information about disasters and volunteer response opportunities up-to-date with our partners (Affiliates, staff and funders).
- Prepare reports, summaries, and/or briefings, in accordance with organizational communications plans and needs, including data collection and story collection pre- and post-disaster.
- Participate in NVOAD and other state/local calls when disasters strike.
- Manage grants to disaster-affected affiliates (when applicable).

Recovery

- Design guides and program models for long-term recovery work, i.e. mold abatement, job readiness & training, home building.
- Develop tools and resources to help affiliates "tell the story" and celebrate their successful work in disaster.
- Create tools/training for affiliates to help them lead and/or support local long-term recovery efforts.

The Director, Disaster Services will also, perform other related duties as assigned or requested.

Position Qualifications and Requirements:

Education & Experience:

- A Bachelor's Degree (or equivalent experience) and three or more years of disaster experience; Master's Degree helpful but not required
- Disaster response and recovery experience
- Experience with the HandsOn service model or in the field of national service
- High professional standards with the ability to bring diverse communities together for a common mission
- Volunteer management experience preferred
- Demonstrated project management skills

Skills and Attributes:

- Strong communication and organizational skills—excellent writer, active listener and synthesizer of group-based outcomes
- Strong understanding of disaster management language, acronyms and national, international, state and local response structures, including FEMA, NVOAD, State Commissions and others.
- Superior relationship management skills
- Ability to take direction, prioritize and multi-task
- Strong decision making skills and ability to work independently as well as on a team
- A strong combination of personal skills, technical ability and commitment to the success of partnerships
- Unwavering commitment to the value of diversity and inclusion
- Strong planning and facilitation skills
- Outgoing and optimistic personality

Interested persons should send, fax or email a cover letter and resume to: Points of Light Institute, ATTN: Human Resources, 600 Means Street, Suite 210, Atlanta, GA 30318. FAX: (404) 979-2901; resumes@HandsOnNetwork.org

No phone calls please.