###### Volunteer Response Procedure

This template is:

* for use by the Volunteer Coordinator and their team during an emergency
* prepared during readiness
* intended to be amended to reflect actual processes used by the Volunteer Coordination team
* intended to have green highlights replaced with required information, and yellow highlights deleted.

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| Tasks |
| ***Activation trigger*** |
| 1. Volunteer Coordinator is informed of emergency by [insert method, e.g. phone call from Operations Manager], and receives information about:  * the current situation and response, and * the extent of the need for volunteer aid.   **Note:** If the designated Volunteer Coordinator is unavailable or cannot be contacted, the back-up person must be contacted [insert contact details for back-up]. |
| 1. The Volunteer Coordinator liaises with **Operations** and **PIM**, to ascertain:  * which CDEM-trained volunteers have self-activated * which CDEM-trained volunteers may need to be activated * the response from spontaneous volunteers * whether spontaneous volunteers may need to be tasked * what key messages need to be communicated to potential spontaneous volunteers, and * the locations of volunteer centres to be activated/set up. |
| 1. The Volunteer Coordinator contacts other required members of the Volunteer Coordination team to:  * ascertain their availability [attach a list of contact details for team members, designating essential response roles and back-ups], and * pass on information about which registered CDEM-trained volunteer teams are to be activated, and which volunteer centres are to be set up. |
| ***Setting up workspaces and venues*** |
| 1. If Volunteer Coordination workspaces are to be established in the ECC/EOC:  * the Volunteer Coordinator ensures team members have access, and * asks them their expected times of arrival, and records it.   The first team member to arrive at the workspace informs the [relevant personnel (may be the Operations Manager)] that they have arrived, and ensures the workspace is set up (with tables, chairs, electronic equipment) |
| 1. Volunteer Coordinator ensures that:  * team members have access to **activated volunteer centres**, and * times of arrival of team members is recorded. |
| 1. The first team member to arrive at the volunteer centre informs the [relevant CDEM personnel], and begins setting up (locating tables, chairs, signage, electronic equipment). |
| 1. The roles of Volunteer Liaison and Volunteer Supervisor are activated   **Note:** There may be several people required for these roles, if more than one volunteer centre is activated, and more than one team of volunteers is expected to be working.  The Volunteer Coordinator may be performing one or both of these roles, depending on the scale of the response. |

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| 1. The Volunteer Liaison ensures:  * all features of the volunteer centre are set up, and * all processes and documents for receiving, briefing, and placing spontaneous volunteers are in place. |
| 1. The Volunteer Supervisor ensures:  * their registered CDEM-trained volunteer teams have been activated and informed, and * CDEM-trained volunteers arriving for deployment are briefed and equipped appropriately. |
| 1. The **Volunteer Coordinator** sets up an initial roster for the Volunteer Coordination team, and ensures that rosters for any activated volunteer teams are also established. |
| ***Ongoing tasks*** |
| 1. Volunteer Coordinator and Volunteer Coordination team complete tasks listed in the Response checklist |
| ***Winding down*** |
| 1. The Volunteer Coordinator:  * ensures all members of the Volunteer Coordination team are debriefed before returning to their business as usual roles, and * participates in CDEM organisation debriefings. |
| 1. The Volunteer Coordinator ensures that:  * end-of-activation debriefings for all volunteers involved in the response have taken place, for groups and individuals * volunteers are thanked, en masse and as individuals, for their contributions to the response * any ongoing issues that volunteers may have are identified and addressed. |
| 1. The **Volunteer Coordinator** ensures all records are archived according to the requirements of the *Public Records Act 2005*. |
| 1. The **Volunteer Coordinator** works with [relevant council personnel] to prepare ways in which the efforts of volunteers can be recognised. |