

**CITY OF GLENDALE**

<b>TITLE: Fire Crisis Response Volunteer Coordinator</b>	<b>CLASS CODE: 670</b>
<b>REPORTS TO: Battalion Chief</b>	<b>GRADE: 24</b>
<b>DEPARTMENT: Fire</b>	<b>FLSA: E</b>
<b>JOB DESCRIPTION DATE: February 22, 2007 mac</b>	

**JOB SUMMARY**

Recruits, trains and coordinates fire service and/or crisis response volunteers. Evaluates current community fire service programs. Coordinates and tracks crisis response programs and other related fire service volunteer programs.

**ESSENTIAL FUNCTIONS**

1. Coordinates the City of Glendale Crisis Response (CR) Program. Maintains certification requirements of volunteers and state certification for the program.
2. Recruits and leads volunteers; monitors and maintains all required incident reporting and record keeping files.
3. Provides training opportunities for volunteers on crisis management and immediate crisis intervention for fire department related emergencies. Keeps current on related information at local, state and federal levels.
4. Implements time management of shift work and schedules for adequate coverage. Maintains a volunteer database, tracking attendance, volunteer hours and eligibility. Conducts monthly meetings with volunteers.
5. Interacts with the community regarding volunteer crisis response related issues. Can identify potentially critical situations and offer applicable resources correctly.
6. May present budget recommendations to chain of command.
7. Maintains contact with fire station captains, serving as liaison for service volunteers.
8. Acts as a liaison providing programs and information to the City's Fire and Polices departments as well as other CR agencies.
9. Researches, writes and creates new training materials within scope of responsibility.
10. Works with Fire Administration to seek funding sources to sustain related programs.
11. May purchase equipment with approval to maintain resources and supplies on the CR unit(s).

**SECONDARY FUNCTIONS**

12. Performs other related duties as assigned.

**KNOWLEDGE, SKILLS, ABILITIES**

**Knowledge of:**

- Methods and techniques of recruitment
- Effective interviewing and public speaking techniques
- Methods for diffusing possible hostile situations
- Methods of crises intervention and behavioral assessment
- Pertinent Federal, State and local laws, codes and regulations
- Principles and practices of volunteer program administration

**Skill in:**

Assessing and providing effective intervention resources  
Acting effectively in emergency and crisis situations  
Effective interviewing and public speaking techniques  
Research and data analysis methods and techniques

**Ability to:**

Establish and maintain effective working relationships with volunteers, city departments, community service agencies, private business, elected officials and the public  
Plan, organize, implement and coordinate a community-based program  
Work a flexible schedule  
Maintain confidentiality  
Drive a vehicle safely  
Operate a personal computer (PC) with Microsoft Office Products  
Communicate effectively both orally and in writing  
Direct, lead and delegate work

**WORKING CONDITIONS**

Office environment with exposure to incident emergency settings. Some exposure to extreme weather conditions and crisis scene events and conditions.

**MINIMUM QUALIFICATIONS**

Associates Degree in Psychology, Sociology, Health Services, Public Administration, or a related field, and three years of experience coordinating volunteer programs or providing public safety education programs.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

**SPECIAL REQUIREMENTS**

Valid Arizona drivers license  
Possession of a Maricopa Association of Regional Governments Crisis Intervention Training and Certification or ability to obtain within 1 year of hire