

Volunteer Management

Annex G

2026.0

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1000 Volunteer Management

The Master Hyperlink Index serves as a reference for federal, state, and local agencies which may have jurisdiction or regulatory authority over a pollution event, or that which can provide support/expertise to a response effort. In addition, applicable plans and response strategies published by other government entities and port partners to aid in the response of a pollution event have been included.

1100 Purpose

The demands of an incident may exceed the resources of government organizations. Volunteers can support response efforts in many ways, but the use of volunteers during an oil spill response is not automatic. Volunteer use requires deliberate planning and an organized effort to ensure that the use of volunteers benefits the response effort and is done so safely and within existing authorities.

The National Response Team (NRT) Use of Volunteers Guidelines for Oil Spills outlines in detail how the FOSC may use the services of volunteers during a response, which can be found in Annex 1. The use of volunteers must be in accordance with statutory authorities and other applicable laws.

The Incident Command/Unified Command should make the volunteer use decision on a case-by-case basis, weighing the interests of the local volunteer community and benefits of volunteer efforts against health and safety concerns, resources needed for volunteer supervision and training, liability concerns, and other relevant issues. The NRT Use of Volunteers Guidelines for Oil Spills was developed in response to incident lessons learned and contains information, examples, and tools to help with everything from coordination and outreach, to organization and oversight, and also includes tips on avoiding some of the potential issues associated with utilizing a volunteer workforce. Though this document is comprehensive in nature, it is a guidance document and was not designed to preclude any existing laws or agency-specific policies. For these resources and guidance please refer to the National Response Team (NRT) Use of Volunteers Guidelines for Oil Spills.

This section also includes locally developed tools, a volunteer assignment guide as well as other volunteer coordination resource listings.

1200 Use of Volunteers during a Pollution Incident

The following is a pre-established list of how volunteers may be utilized during an incident; the UC will need to perform a risk-benefit analysis in order to determine if properly trained volunteers may be used for tasks not specified on this list. At a minimum, all volunteers are required to attend a 2- hour Workplace Health and Safety Training and Site Safety Training, prior to conducting any work.

In addition to the various possible volunteer assignments listed are include requisite skill sets and training requirements associated with each of the positions.

1201 Accounts Specialists

Responsibilities:

- Maintains files and accounts of expenses attributable to the volunteer effort
- Communicates with Finance Section to determine accounting needs and system

Skills Required:

- Must be detail oriented; experienced with 10-key data entry and be familiar with common computer software accounting and spreadsheet systems

Training Required:

- 2-Hour Workplace Health and Safety Training, Site Safety.

1202 Administrative Coordinator/Office Manager

Responsibilities:

- Oversees office administration activities
- Supervises work of file and data specialists
- Oversees development, maintenance and accuracy of computer and paper files of volunteer records
- Procures and distributes reports and provides updates to the VUL as required

Skills Required:

- Good working knowledge of computer work processing and spreadsheet software, as well as excellent organizational, supervisory, and communication skills.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

1203 Communications Specialist

Responsibilities:

- Established and maintains the volunteer communication plan
- Tests and sustains communication equipment and bulletin board
- Compiles updates of volunteer needs

Skills Required:

- Public communications background with knowledge of local communications and systems preferred.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

1204 Data Entry Specialist

Responsibilities:

- Enters information into established computer databases(s)

Skills Required:

- Familiarity with computer use. Particular software may be taught on the job if necessary.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

1205 Documentation Unit Worker

Responsibilities:

- Maintains accurate, up-to-date volunteer related files
- Maintains and store documentation which includes reports, training, communication logs, injury claims, situation status reports, and documentation from the following Volunteer Unit entities: Interviewer, Liaison Chief, Medical Unit Worker, Orientation and Training Coordinator, Photographer, PIO, Safety Officer Assistant, Scheduler/Time Card Assistant.
- Ensures each section is maintaining and providing appropriate documents (including volunteer signatures)
- Receives, complies, and organizes all volunteer-related paperwork and training
- Stores files for legal, analytical, and historical purposes.
- Provides duplication and copying services for all other sections

Skills Required:

- Excellent organizational, filing, copying; and communication skills. Must be detail oriented.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety, IS100 and IS700.

1206 Driver

Responsibilities:

- Provides ground transportation services as needed; may transport people using a sedan or van
- May transport wildlife and wildlife food to various facilities or sites by truck.
- Loads and unloads coolers used to transport animal food
- Picks up food from suppliers and delivers to facilities
- Keeps vehicle bed clean (if applicable)
- Required to have current driver's license, clean driving record, and proof of insurance

Training Required:

- Site Safety, 4-Hour HAZWOPER Awareness Level

1207 File Clerk/Office Assistant

Responsibilities:

- Performs general office tasks
- Files documents in office as appropriate
- Prepares outgoing memos and mail
- Sends and receives faxes
- Makes photocopies Skills Required:
- Telephone skills, word processing, and development of graphic presentations. Computer spreadsheet/database experience is desirable but not required.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

1208 First Aid Responder

Responsibilities:

- Provides emergency first aid for volunteers and other responders
- Current First Aid Certification.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety, and, if the volunteer will be acting as a First Aid Responder in the Warm or Hot Zone, they shall be trained with 24-Hour HAZWOPER.

1209 Food Unit Worker

Responsibilities:

- Supplies food and water for responders (outside the hot zone) and volunteers, including those in remote locations
- Sets up and breaks down refreshment stations for responders outside the hot zone

Skills Required:

- Experience in the food industry/catering preferred. Current State Food Handler's Permit required. Must be able to lift 35 lbs. All driving responsibilities require current driver's license, clean driving record, and proof of insurance (if personal vehicle is used).

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

1210 Information Management Assistant

Responsibilities:

- Coordinates and insures adequate information technology is provided for volunteer management
- Oversees operation of phone bank
- Matches volunteers to volunteer agencies in conjunction with the interviewer and Scheduler/Time Card Assistant
- Works with the Communications Specialist and File Clerk/ Office Assistant
- Ensures the utilization of data entry procedures to expedite information-sharing

Skills Required:

- Knowledge of information management technologies. Familiarity with computers, job-related applications, and phone skills.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

1211 Interpreter

Responsibilities:

- Interprets/translates within the Volunteer Unit as needed
- May assist the UC

Skills Required:

- Credentials from an organization such as the American Consortium of Certified Interpreters preferred, but not necessary. Ability to speak, read, and write applicable languages preferred.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

1212 Interviewer

Responsibilities:

- Works with the Volunteer Unit, processing volunteers who arrive in the area or persons referred to the Volunteer Unit by a local agency
- Establishes rapport with prospective volunteers to appropriate tasks or jobs based on their experience and current volunteer job needs in the response effort

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

1213 Medical Unit Worker

Responsibilities:

- Works with the Safety Officer Assistant and the Medical Unit Leader in the Logistic Section
- Responsible for developing the Volunteer Medical Plan, procedures for managing medical emergencies, providing medical aid when necessary, and assisting Finance/Administration with processing injury-related claims.
- Work as a First Aid Responder dispatcher
- Transports sick or injured personnel
- Provides copies of all signed volunteer injury-related documentation to the Documentation Unit Worker

Skills Required:

- Current First Aid and CPR Certification. Must be able to lift 35 lbs. Certified Emergency Medical Services Technicians preferred. Automated external defibrillator training preferred. All driving responsibilities require current driver's license, clean driving record, and proof of insurance (if personal vehicle is used). Experience in hospital administration or a related field preferred.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety, IS100 and IS700.

1214 Orientation and Training Coordinator

Responsibilities:

- Upon receipt of volunteer placement information from the Interviewer, ensures all training requirements are fulfilled
- Receives signed Volunteer Waiver and Release of Liability Forms
- Coordinated training and orientation sessions with the help of the Training Assistant

- Ensures all Health and Safety requirements are met
- Provides copies of all signed training documentation and Release of Liability Forms to the Documentation Unit Worker.

Skills Required:

- Knowledge of applicable laws, regulations, and training requirements. A working knowledge of the Volunteer Plan (can be trained on-site). Must be detail-oriented with good communication skills and possess a strong command of the English language.

Training Requirements:

- 2-Hour Workplace Health and Safety, Site Safety, IS100 and IS700.

1215 Personnel Support

Responsibilities:

- Provides messages and other general coordination support activities for responders and volunteers such as doing laundry.

Training Required:

- 2-Hour Workplace Health and Safety Site Safety

1216 Photographer

Responsibilities:

- Provides photographic coverage of the incident for data collection, historic documentation, and future training purposes

Skills Required:

- Experience with still photography and/or handheld video photography is required. Experience with photographing wildlife, preferably in documentary and fast action settings is desirable.

Equipment Required:

- Personal photographic equipment.

Training Required:

- 24-Hour HAZWOPER, Site Safety.

1217 Public Information Assistant

Responsibilities:

- Formulates and releases information of volunteer activities to the PIO
- Prepares volunteer press releases as needed
- Ensures all press releases are approved through the UC and the PIO before being released to the public
- Organizes materials for use in media briefings/ press releases
- Provides all press releases to Documentation Unit Worker

Skills Required:

- Experience in communications, journalism, or public relations with project leader responsibility preferred. Strong written and oral presentation skills.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety, IS100 and IS700.

1218 Pre-Impact Beach Cleanup/Surveillance

Responsibilities:

- Conducts pre-impact shoreline debris removal (removes non-oiled debris and trash prior to oiling)
- Patrols outside the known hot zone for potential strikes
- Reports stranded or free-floating oil to the Safety Officer Assistant and leave the area immediately. (Volunteers are not allowed in the hot zone)
- Works as a field observer, including beach conditions and weather surveillance
- Relays information concerning oiled wildlife and hazing effectiveness to wildlife services

Skills Required:

- Must be able to lift 35 lbs. Experience in oil and storm-spotting preferred.

Training Required:

- Site Safety, 4-Hour HAZWOPER Awareness Level.

1219 Receptionist

Responsibilities:

- Greets personnel arriving at ICP and directs them through the processing stages

Training Required:

- 2-Hour Health and Safety, Site Safety.

1220 Safety Officer Assistant

Responsibilities:

- Works with the Medical Unit Worker(s) and Safety Officer
- Assists in developing Site Safety Plans
- Ensures proper PPE distribution through the Supply Assistant
- Ensures volunteer adhesion to both the Medical Plan and the Site Safety Plans
- Ensures Volunteer Emergency Action Plans are completed and readily available
- Ensures volunteers know how to report injuries
- Documents volunteer injuries
- Addresses safety concerns.
- Provides copies of volunteer signed documentation to the Documentation Unit Leader

Skills Required:

- Familiarity with the Medical Plan, Emergency Action Plans, and Site Safety Plans. Excellent writing and organizational skills. Current first aid and CPR certification preferred. Experience in a safety-related field desirable.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety, IS100 and IS700.

1221 Scheduler/Time Card Assistant

Responsibilities:

- Assures maintenance of sign-in and sign-out records for volunteers and responders
- Ensures that all volunteers and responders on site are properly cleared and trained (and are not exceeding scheduled hours, in accordance with the UC guidance)
- Develops and monitors scheduling to ensure that sufficient volunteers are on hand at all times, according to the needs of the sites, facilities and staff

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

1222 Supply Assistant

Responsibilities:

- Assists with identification of logistical requirements with issue and control of personal equipment and supplies to volunteers and potentially responders.

Skills Required:

- Experience in ordering, issuing, and stocking, accounting for, maintenance, and recovery of equipment and supplies from user personnel.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

1223 Technical Support Specialist

Responsibilities:

- Supports the SSC
- Identifies environmentally sensitive areas, species of concern, and pertinent cultural/historical resources
- Provides GIS/mapping and computer support, weather forecasts, and current and tide data to help determine spill trajectory, fate, and impacts

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety, IS100 and IS700. Additional training is task-specific and to be determined by the SSC.

1224 Transportation Assistant

Responsibilities:

- Works with the Transportation Unit of the Logistics Section to determine volunteer transportation needs including frequency, routing, and type of transportation (car, van, truck, commercial shuttle, bus)
- Determines volunteer drop-off and pick-up schedules for multiple sites; coordinates and verifies appropriate volunteer driver authorizations
- Monitors vehicle condition and maintenance among vehicles assigned to volunteer use, in accordance with the guidance of the UC and maintains appropriate vehicle use records

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

1225 Volunteer Supervisor

Responsibilities:

- Monitors volunteers to ensure they are following health and safety practices.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety, additional trainings may apply depending on volunteer supervisory assignment. At a minimum the Volunteer Supervisor must be trained at or above the level of the volunteer workforce being supervised.

1226 Wildlife Notification

Responsibilities:

- See Pre-Impact Beach Cleanup/Surveillance
- As part of beach control activity, notify wildlife services, USFWS and LWLF of injured wildlife and hazing effectiveness (Volunteers are not allowed to handle or transport wildlife without proper certification.)
- Urges public to avoid areas and wildlife that are affected as untrained people can cause further damage to the environment and stress on wildlife.

Skills Required:

- Experience with wildlife and background in the natural sciences preferred. Training Requirements:
- Site Safety, 4-Hour HAZWOPER Awareness Level.

1227 Wildlife Recovery and Rehabilitation

Wildlife recovery and rehabilitation organizations generally manage their own database of trained volunteers that operate outside the scope of this plan. Therefore, volunteers in this area are only utilized if wildlife services exhaust resources. Approval from the USFWS and NCWRC and the lead wildlife response organization is needed before volunteers are assigned any position in wildlife recovery, rehabilitation, or release. Volunteers are not allowed to handle or transport wildlife without proper certification.

1300 Volunteer Management and Coordination

The following tools and contacts are intended to help solicit, recruit, assign and manage a cadre of volunteers during a pollution response incident.

1301 Volunteer Memorandum of Understanding

This MOU between the USCG, EPA and the Corporation for National and Community Service (CNCS) outlining the responsibilities of each agency in developing and supporting a volunteer management program following an oil or hazardous substance pollution incident. For further details, please refer to the USCG-EPA-CNCS MOU, located in Annex A.

1302 Affiliated Volunteer Resources

Annex A contains a list of affiliated volunteer resources that may be able to provide substantial support to the UC in the event of a major pollution incident

1303 Volunteer Solicitation Press Release

This sample press release should be revised to accommodate the specific details of an incident and should specifically outline the skill sets needed from a volunteer workforce. As an incident and the status of volunteer utilization changes, the Volunteer Officer, Volunteer Coordinator, or the Volunteer Unit Leader should prepare additional press releases and present them to the UC and the PIO or JIC Manager for approval for editing and distribution to the media.

(City Name) –In response to the approximate _____-gallon oil spill in/at _____, the Unified Command has activated the Volunteer Hotline #: 800-XXX-XXXX. Hotline staff will record the caller’s name, telephone number, availability, and applicable skills or training.

The caller will be informed if or when volunteers will be utilized for spill response and briefed on other event-specific information as needed.

Federal, State, and local governments have determined what tasks are appropriate for volunteer effort, have identified and pre-trained an existing group of volunteers statewide, and have developed a system to activate those volunteers. The system will be activated if the Unified Command at the spill decides that volunteers are needed for the response effort. At that time a volunteer operations center will be established. If additional volunteers are needed, the hotline listing will be publicized through the news media.

The public is advised to stay away from the spill site, as their presence can hamper clean-up efforts and increase danger factors. Oil is a hazardous material, and to work in or near the oil, one is required to complete 8 to 40 hours of training in Hazardous Waste Operations and Emergency Response (HAZWOPER). Additionally, for the safety of both the public and animals, only trained wildlife specialists should attempt to handle oiled wildlife.

The public can help at this by reporting any oiled animals to the Oiled Wildlife Hotline #: 800-XXX-XXXX (not the volunteer hotline #). Trained professional entities that focus on individual oiled animals and their survival after an oil spill will be notified. Modern technology, properly equipped facilities, and new rehabilitation protocols standardize care throughout the State, increasing wildlife survival rates. Wild animals’ survival rates increase with a decrease of human contact.

Please call the Volunteer Hotline number for frequent updates.

Note: All press releases must be approved by the Unified Command/PIO before statements are released to the media/public

1304 Volunteer Request Form

Date/Time: _____ Requesting Organization/
Agency/Unit: _____ Name of Contact: _____
_____ Phone: _____

VOLUNTEER NEEDS

Total Number of Volunteers Needed:

Job Title/Description: _____

Duties	Experience/Skills	Training Provided?

Equipment/Special Clothing Needs:

Description of training to be provided:

Job Location: _____

Date/Time Volunteers Needed: _____

Please Check is Available: Restrooms Parking__ Safety Equipment__ Telephone__

Transportation to Work Site: _____

Volunteer(s) should report to the following person for additional training/instruction:

Name: _____ Phone: _____ Location: _____

For Office Use Only

Follow up date & time: _____

Follow up action: _____

Position(s) filled: _____

Volunteer Name(s): _____

1305 Volunteer Registration Form

If this document is retained and filed by a federal agency, do NOT file by name or other personally identifiable information of the volunteer. Doing so may be a violation of the Privacy Act, 5 U.S.C. 552a.

Name: _____ Date: _____ Phone: _____

E-mail: _____ Address: _____

Age (must be over 18):

Present employer: _____ Occupation: _____ Availability:

Do you have

a current Driver's License? _____

Are you affiliated with any response organization/volunteer group? If so, which?

Are you in good health and not pregnant?

Are you able to lift 35 lbs?

Health Insurance Provider/Contact information:

Do you speak any language other than English?

Are you certified in any of the following? Certification Type/Agency* Exp. Date

Bird Rescue/Rehab.: _____

HAZWOPER: _____

First Aid/CPR: _____

Coast Guard licenses: _____

ICS Training: _____

Other training/experience: _____

Oil spill experience: _____

Placement Preference

Wildlife Rehabilitation Center: _____

Pre-impact Beach Cleanup/Surveillance: _____

Administrative/Clerical Basic Needs/Logistics:

Technical Mechanical Public Relations: _____

Other: _____

Geographic area preference: _____

Emergency Contact Name: _____

Phone (day and eve.) _____

Address: _____ Date: _____

Printed Name: _____

1306 Volunteer Timesheet

Volunteer Name: _____ Telephone Number: _____

Date	Start Time	Stop Time	Total Hours	Functions Performed/Daily Supervisor

Supervisor Signature: _____