

## CHAPTER VI: MANAGEMENT TEAM EXAMPLES

<b>Distribution Center</b>
<i>Distribution Center Coordinator</i>
Registration and Needs Assessment Unit
Communication Support Unit
General Supplies Collection and Distribution Unit
Food Preparation and Distribution Unit
Local Transportation Services Unit
General Services/Maintenance Unit

<b>Evacuation Shelter</b>
<i>Evacuation Shelter Coordinator</i>
Registration and Needs Assessment Unit
Communications Unit
Transportation and Relocation Unit
Religious Services / Pastoral Care Unit
Medical Services Unit
Mental Health Services Unit
Food Preparation and Distribution Unit
General Supplies Collection and Distribution Unit
Medical Supplies Collection and Distribution Unit
Pet Care Unit
Child Care/Activities Unit
General Services/Maintenance Unit
Local Transportation Services Unit
Laundry Services Unit

<b>Parish General Store</b>
<i>Parish General Store Coordinator</i>
Registration and Needs Assessment Unit
General Supplies Collection and Distribution Unit
Local Transportation Services Unit
General Services/Maintenance Unit

<b>Parish Host Family Meals w/ General Store</b>
<i>Parish Coordinator</i>
Registration and Needs Assessment Unit
Food Preparation and Distribution Unit
General Supplies Collection and Distribution Unit
Local Transportation Services Unit
General Services/Maintenance Unit

<b>Parish Nursing Home Visitations</b>
<i>Parish Visitation Coordinator</i>
Registration and Needs Assessment Unit
Religious Services / Pastoral Care Unit
Local Transportation Services Unit

<b>Parish Hotel/Motel Visitations</b>
<i>Parish Visitation Coordinator</i>
Registration and Needs Assessment Unit
Religious Services / Pastoral Care Unit
Local Transportation Services Unit

<b>Parish Host Family Visitations</b>
<i>Parish Visitation Coordinator</i>
Registration and Needs Assessment Unit
Religious Services / Pastoral Care Unit
Local Transportation Services Unit

<b>Parish Meal Preparation and Distribution</b>
<i>Parish Food Coordinator</i>
Registration and Needs Assessment Unit
Food Preparation and Distribution Unit
Local Transportation Services Unit
General Services/Maintenance Unit

<b>Church Cleanup After Disaster</b>
<i>Church Cleanup Coordinator</i>
Registration and Needs Assessment Unit
Religious Services / Pastoral Care Unit
Local Transportation Services Unit
General Services/Maintenance Unit

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## CHAPTER VI: MANAGEMENT TEAM EXAMPLES

### Volunteer Roles and Responsibilities for Distribution Center Management

<b>Distribution Center Coordinator</b>		
<b>Registration and Needs Assessment Unit</b>	<b>Food Preparation and Distribution Unit</b>	<b>General Supplies Collection and Distribution Unit</b>
<b>Unit Coordinator</b>	<b>Unit Coordinator</b>	<b>Unit Coordinator</b>
Donations Coordinator	Donations Coordinator	Donations Coordinator
Registration/Assessment Team	Collections Coordinator	Data Management
Volunteer Clearing Team	Data Management	Collections Team
Data Management	Collections Team	Distribution Team
	Preparation Team	
<b>Communication Support Unit</b>	Cook Team	
<b>Unit Coordinator</b>	Serving Team	
Donations Coordinator	Drivers/Vehicles	
	Distribution Team	
	Cleanup Team	

(\*Note: One volunteer may fill multiple roles dependent upon size of distribution center and available volunteers)

#### **Distribution Center Coordinator**

- Trained Distribution Center Supervisor position.
- Primary person responsible for all volunteer activities at distribution center.
- Primary contact person for distribution center. Communicates directly to Matthew 25 Program Manager.
- Assists Unit Coordinators with volunteer work schedules and general activities for distribution center.
- Will usually also fill the role of one of the Unit Coordinators or other roles as needed.

### **REGISTRATION AND NEEDS ASSESSMENT UNIT ROLES**

#### **Registration Unit Coordinator**

- Trained Supervisor position. Shares overall center responsibilities with other Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Distribution Center Coordinator when utilized.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

#### **Registration Donations Coordinator**

- Communicates with unit team members to identify unit needs. Needs could be such items as computers, communication equipment, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.

#### **Registration/Assessment Team**

- Mans the registration tables. Possibly the first contact that disaster victim has with the Matthew 25 Ministry. Must make this first impression a positive experience.
- Interviews disaster victims and assists them in completing the Matthew 25 Needs Assessment Form. Identify met needs and indicate how these needs were met. Identify unmet needs and attempt to capture as much detail as possible.
- Should make an extra effort to obtain any outside contact information from evacuees, such as family and friends living in unaffected areas.
- Directs disaster victims to on-site assistance areas as needed.
- Refers disaster victims to known agencies and organizations that can assist them with their unmet needs.
- Forward Matthew 25 Needs Assessments Forms to Matthew 25 Program Manager via Registration Unit Coordinator.
- Provide method for center volunteers to document their time and service information.
- Provide volunteers' and disaster victims' information to Registration Data Management.

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### Volunteer Roles and Responsibilities for Distribution Center Management

#### Volunteer Clearing Team

- Mans the volunteer registration table.
- Provide method for shelter volunteers to document their time and service information.
- Provide volunteers' information to Registration Data Management.

#### Registration Data Management

- Responsible for keeping records of unit volunteers' time and service.
- Responsible for keeping records of disaster victims' information and needs, as found on Matthew 25 Needs Assessment Form.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.

### COMMUNICATION SUPPORT UNIT ROLES

#### Communication Unit Coordinator

- Trained Supervisor position. Shares overall center responsibilities with other Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Distribution Center Coordinator when utilized.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

#### Communication Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as computers, communication equipment, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.

#### Communication Center Team

- Responsible for keeping center volunteers informed of the status of the various local and government agencies such as FEMA, Red Cross, etc.
- Responsible for keeping center volunteers informed of the status of the where the various evacuation shelters and distribution centers may be located along with the operating hours of each.
- Responsible for finding other means of communication in the event that normal methods are not available. This may mean personally traveling to and from various areas to obtain necessary information.

### GENERAL SUPPLIES COLLECTION AND DISTRIBUTION UNIT ROLES

#### General Supplies Unit Coordinator

- Trained Supervisor position. Shares overall center responsibilities with other Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Distribution Center Coordinator when utilized.
- May also fill other roles as needed.
- Primary person responsible for receipt and distribution of all supplies.
- Coordinates volunteer Collections and Distribution Teams' work schedules.
- Will coordinate the organization of all supplies.
- Will coordinate the distribution process.
- Responsible for documenting supplies received along with listing the donors and for getting this information to General Supplies Data Management.
- Responsible for documenting the list of disaster victims receiving supplies and for getting this information to General Supplies Data Management.

#### General Supplies Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as cleaning supplies, clothing, sheets, blankets, mattresses, personal hygiene items, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.

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### Volunteer Roles and Responsibilities for Distribution Center Management

#### General Supplies Data Management

- Responsible for keeping records of unit volunteers' time and service.
- Responsible for keeping records of disaster victims receiving supplies where feasible.
- Responsible for keeping records of donation groups, organizations, and individuals listing donated items where feasible.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.

#### General Supplies Collections Team

- Team of volunteers responsible for the receiving process in handling supplies.
- Team will assist in the receipt, unpacking, and storage of all supplies under the direction of the General Supplies Unit Coordinator.
- Responsible for the sorting and organization of supplies to make it more presentable and easier to distribute.
- Team members may be asked to pick up supplies from various donor locations as needed. No expense reimbursements will be offered for this service.
- Team will assist in making "care packages" as needed under the direction of the General Supplies Unit Coordinator.

#### General Supplies Distribution Team

- Team of volunteers responsible for the distribution of supplies.
- Some team members would man a sign-up table where they would use the pre-filled Matthew 25 Needs Forms to help the disaster victim(s) determine their needs as related to the supplies available to them.
- Volunteer "shoppers" would then fill the requested orders to help meet the disaster victims' needs.

### FOOD PREPARATION AND DISTRIBUTION UNIT ROLES

(May operate in remote locations independent from primary distribution centers)

#### Food Unit Coordinator

- Trained Supervisor position. Shares overall center responsibilities with other Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Distribution Center Coordinator when utilized.
- May also fill other roles as needed.

#### Food Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as meats, produce, cooking supplies, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.

#### Food Collections Coordinator

- This position is a certified position.
- Primary person responsible for receipt and distribution of all food related items such as perishable and non perishable food, snacks, produce, cooking supplies, etc.
- Will coordinate the organization and proper storage of all food related items prior to cooking and distribution.
- Will oversee food preparation to assure proper guidelines are followed in each process.
- Will consult with Food Unit Coordinator, Food Preparation Teams, and Food Cook Teams to provide daily meal menus.

#### Food Data Management

- Responsible for keeping records of unit volunteers' time and service.
- Responsible for keeping records of disaster victims receiving food where feasible.
- Responsible for keeping records of donation groups, organizations, and individuals listing donated items where feasible.
- Responsible for keeping records of daily menus.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.

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### Volunteer Roles and Responsibilities for Distribution Center Management

#### Food Collections Team

- Team of volunteers will assist the Food Collections Coordinator in keeping the pantry and cooler/freezer areas clean and organized for easy retrieval by food preparation team and cooks.
- Team will assist in the receipt, unpacking, and storage of all food-related items under the direction of the Food Collections Coordinator.
- Team will assist in making “care packages” under the direction of the Food Collections Coordinator.

#### Food Preparation Team

- Qualified team of volunteers will prepare food prior to being cooked. Will clean, chop, season, etc. all necessary ingredients.
- Team will prepare foods that require no cooking such as salads, sandwiches, etc.
- Team will follow all FDA and health agency regulations in the processes they utilize.

#### Food Cook Team

- Qualified cooks will cook meals to meet the needs of all distribution center guests and/or remote distribution victims.
- Cooks will follow all FDA and health agency regulations in the processes they utilize.

#### Food Serving Team

- Team of volunteers that will serve meals prepared by preparation and cook teams to all distribution center guests.
- When unit is operated independently of a Distribution Center, this team will be responsible for packaging meals for distribution to remote locations by Food Distribution Teams.
- Team should work out best method to safely and efficiently serve and package these meals.

#### Food Drivers/Vehicles

- Volunteer drivers to transport prepared meals to local disaster victims.
- Volunteers will be asked to use personal vehicles for these transports. Pickup trucks are preferred transport vehicle. No expense reimbursements will be offered for this service.
- Volunteers may be coordinated through the Local Transportation Coordinator when used.

#### Food Distribution Team

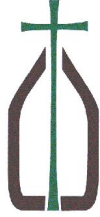
- Team of volunteers that will assist in the distribution of food to local disaster victims.
- Teams will distribute meals door to door from the back of volunteer pickup trucks or other such means.

#### Food Cleanup Team

- Team of volunteers will clean all cooking utensils used in the preparation, cooking, and serving of each meal.
- Team will make sure that the dining, kitchen, and food preparation areas are cleaned and sanitized after each meal.

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### Volunteer Roles and Responsibilities for Evacuation Shelter Management

Evacuation Shelter Coordinator				
Registration and Needs Assessment Unit	Transportation and Relocation Unit	General Supplies Collection and Distribution Unit	Medical Supplies Collection and Distribution Unit	Child Care/Activities Unit
<b>Unit Coordinator</b>	<b>Unit Coordinator</b>	<b>Unit Coordinator</b>	<b>Unit Coordinator</b>	<b>Unit Coordinator</b>
Donations Coordinator	Donations Coordinator	Donations Coordinator	Donations Coordinator	Donations Coordinator
Registration/Assessment	Project Starfish Team	Data Management	Data Management	Child Care Baby Sitters
Volunteer Clearing	Data Management	Collections Team	Collections Team	Child Care Teachers
Data Management	Drivers/Vehicles	Distribution Team	Distribution Team	Children Activities
Local Transportation Services Unit	Mental Health Care Services Unit		Communication Support Unit	Laundry Services Unit
<b>Unit Coordinator</b>	<b>Unit Coordinator</b>		<b>Unit Coordinator</b>	<b>Unit Coordinator</b>
Donations Coordinator	Donations Coordinator		Donations Coordinator	Donations Coordinator
Drivers/Vehicles	Professional Services		Communication Center	Laundry Services
--	--		--	Drivers/Vehicles
Food Preparation and Distribution Unit	Medical Care Services Unit	Religious Services / Pastoral Care Unit	General Services / Maintenance Unit	Pet Care Unit
<b>Unit Coordinator</b>	<b>Unit Coordinator</b>	<b>Unit Coordinator</b>	<b>Unit Coordinator</b>	<b>Unit Coordinator</b>
Donations Coordinator	Donations Coordinator	Donations Coordinator	Donations Coordinator	Donations Coordinator
Collections Coordinator	Professional Services	Religious Ministers	Cleanup Team	Pet Registration
Data Management	Pharmacist/Pharmacy	Lay Ministers	Professional Services	Professional Services
Collections Team	Hospital Contact	Religious Services	Services Team - Other	Pet Care Team
Preparation Team	Nursing Home Contact	Data Management	--	Volunteer Clearing
Cook Team	Follow-up Care	--	--	Data Management
Serving Team	--	--	--	--
Drivers/Vehicles	--	--	--	--
Distribution Team	--	--	--	--
Cleanup Team	--	--	--	--

(Note: One volunteer may fill multiple roles dependent upon size of evacuation shelter and available volunteers)

#### Evacuation Shelter Coordinator

- Trained Evacuation Shelter Supervisor position.
- Primary person responsible for all volunteer activities at distribution center.
- Primary contact person for shelter. Communicates directly to Civic/Public Agencies and Matthew 25 Program Manager.
- Assists Unit Coordinators with volunteer work schedules and general activities for distribution center.
- Responsible for communicating shelter status and needs to the Matthew 25 Program Manager.
- May also fill the role of one of the Unit Coordinators or other roles as needed

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### Volunteer Roles and Responsibilities for Distribution Center Management

#### REGISTRATION AND NEEDS ASSESSMENT UNIT ROLES

##### **Registration Unit Coordinator**

- Trained Supervisor position. Shares overall shelter responsibilities with other primary Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill other roles as needed

##### **Registration Donations Coordinator**

- Communicates with unit team members to identify unit needs. Needs could be such items as computers, communication equipment, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

##### **Registration/Assessment Team**

- Mans the evacuee registration tables. Possibly the first contact evacuee has with the shelter. Must make this first impression a positive experience.
- Collects all essential personal data from evacuee prior to their admittance into shelter.
- Must make an extra effort to obtain any outside contact information from the evacuee such as family and friends living in unaffected areas.
- Directs evacuees to on-site assistance areas as needed.
- Refers disaster victims to known agencies and organizations that can assist them with their unmet needs.
- Provide evacuees' information to Registration Data Management.

##### **Volunteer Clearing Team**

- Mans the volunteer registration table.
- Provide method for shelter volunteers to document their time and service information.
- Provide volunteers' information to Registration Data Management.

##### **Registration Data Management**

- Responsible for keeping records of shelter volunteers' time and service.
- Responsible for keeping records of evacuees' information and needs.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

#### TRANSPORTATION AND RELOCATION UNIT ROLES

(Project Starfish)

##### **Project Starfish Unit Coordinator**

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Will coordinate drivers and vehicles in the evacuee relocation process.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill other roles as needed

##### **Project Starfish Donations Coordinator**

- Communicates with unit team members to identify unit needs. Needs could be such items as computers, communication equipment, financial assistance, vehicles, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed



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### Volunteer Roles and Responsibilities for Evacuation Shelter Management

#### Project Starfish Team

- Mans the Project Starfish registration table.
- Interviews evacuees and assists them in finding families outside shelter that they could move in with.
- Verifies receiving families' information and makes preliminary transportation arrangements under the direction of the Project Starfish Unit Coordinator.
- Documents new evacuee information and provides it to Project Starfish Data Management.

#### Project Starfish Data Management

- Responsible for keeping records of evacuees' information and updates.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

#### Project Starfish Drivers/Vehicles

- Volunteer drivers to transport evacuees being relocated out of town.
- Volunteer may be asked to use personal vehicle for these transports. Mileage reimbursement would be available in such cases.

### GENERAL SUPPLIES COLLECTION AND DISTRIBUTION UNIT ROLES

#### General Supplies Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill other roles as needed.
- Primary person responsible for receipt and distribution of all non-food / non-medical related items such as clothing, sheets, blankets, mattresses, toys, etc.
- Coordinates volunteer General Supplies Collections and Distribution Teams' work schedules.
- Will coordinate the organization and proper storage of these items for easy distribution.
- Will coordinate the distribution process.
- Responsible for documenting supplies received along with listing the donors and for getting this information to General Supplies Data Management.
- Responsible for documenting the list of disaster victims, outside shelter, receiving supplies and for getting this information to General Supplies Data Management.

#### General Supplies Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as clothing, sheets, blankets, mattresses, toys, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

#### General Supplies Data Management

- Responsible for keeping records of unit volunteers' time and service.
- Responsible for keeping records of disaster victims, outside shelter, receiving supplies where feasible.
- Responsible for keeping records of donation groups, organizations, and individuals listing donated items where feasible.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

## CHAPTER VI: MANAGEMENT TEAM EXAMPLES

### Volunteer Roles and Responsibilities for Distribution Center Management

#### General Supplies Collections Team

- Team of volunteers assisting the General Supplies Unit Coordinator in organizing and storing non-food / non-medical related items such as clothing, sheets, blankets, mattresses, toys, personal hygiene items, etc. for easy distribution.
- Team will assist in the receipt, unpacking, sorting, and storage of all these items under the direction of the General Supplies Unit Coordinator.
- Responsible for the sorting and organization of supplies to make it more presentable and easier to distribute.
- Team members may be asked to pick up supplies from various donor locations as needed. No expense reimbursements will be offered for this service.
- Team will assist in making “care packages” under the direction of the General Supplies Unit Coordinator.

#### General Supplies Distribution Team

- Team of volunteers assisting the General Supplies Unit Coordinator in distributing non-food / non-medical related items such as clothing, sheets, blankets, mattresses, toys, personal hygiene items, etc. to evacuees at shelter as well as to other disaster victims in need of such items.
- Team may be asked to assist the General Supplies Collection Team in the sorting, and storage of these items under the direction of the Collections Coordinator.
- Team may be asked to assist the General Supplies Collection Team in making “care packages” under the direction of the General Supplies Unit Coordinator.

### MEDICAL SUPPLIES COLLECTION AND DISTRIBUTION UNIT ROLES

#### Medical Supplies Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill other roles as needed
- Primary person responsible for receipt and distribution of all medical related items such as over the counter medicines, medical supplies, personal hygiene items, etc.
- Coordinates volunteer Medical Supplies Collections and Distribution Teams’ work schedules.
- Will coordinate the organization and proper storage of these items for secure storage and easy distribution.
- Will coordinate the distribution process.
- Responsible for documenting supplies received along with listing the donors and for getting this information to Medical Supplies Data Management.
- Responsible for documenting the list of disaster victims, outside shelter, receiving supplies and for getting this information to Medical Supplies Data Management.

#### Medical Supplies Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as medicines, medical supplies, professional services, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Assists in coordination and scheduling of Doctors, Nurses, Dentists, Paramedics, and/or EMTs.
- Usually will also fill other roles as needed

#### Medical Supplies Data Management

- Responsible for keeping records of unit volunteers’ time and service.
- Responsible for keeping records of disaster victims, outside shelter, receiving supplies where feasible.
- Responsible for keeping records of donation groups, organizations, and individuals listing donated items where feasible.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

## CHAPTER VI: MANAGEMENT TEAM EXAMPLES

### Volunteer Roles and Responsibilities for Evacuation Shelter Management

#### Medical Supplies Collections Team

- Team of volunteers assisting the Medical Supplies Unit Coordinator in organizing and storing all medical related items such as over the counter medicines, medical supplies, personal hygiene items, etc. for secure storage easy distribution.
- Team will assist in the receipt, unpacking, storage, and distribution of these items under the direction of the Medical Supplies Unit Coordinator.
- Responsible for the sorting and organization of supplies to make it more presentable and easier to distribute.
- Team members may be asked to pick up supplies from various donor locations as needed. No expense reimbursements will be offered for this service.
- Team will assist in making “care packages” under the direction of the Medical Supplies Unit Coordinator.

#### Medical Supplies Distribution Team

- Team of volunteers assisting the Medical Supplies Unit Coordinator in distributing medical related items such as over the counter medicines, medical supplies, personal hygiene items, etc. to evacuees at shelter as well as to other disaster victims in need of such items.
- All medical items will be distributed under the supervision of a Nurse Practitioner or Doctor.
- Team may be asked to assist the Medical Supplies Collection Team in the sorting, and storage of these items under the direction of the Medical Supplies Unit Coordinator.
- Team may be asked to assist the Medical Supplies Collection Team in making “care packages” under the direction of the Medical Supplies Unit Coordinator.

### RELIGIOUS SERVICES / PASTORAL CARE UNIT ROLES

#### Pastoral Care Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- Will work with various religious denomination groups to arrange regular religious services for evacuees at shelter location.
- Assists in coordination and scheduling of Religious Ministers and Counselors.
- Responsible for documenting listing of services and for getting this information to Pastoral Care Data Management.
- Usually will also fill other roles as needed

#### Pastoral Care Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as religious service equipment and supplies and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

#### Religious Ministers

- Volunteer services from various qualified religious denomination ministers willing to provide personal religious ministering or willing to provide regularly scheduled religious services for evacuees at shelter location.
- Coordination and scheduling of these services will be made through the Pastoral Care Unit Coordinator.

#### Lay Ministers

- Volunteer services from various religious denominations lay ministers willing to provide religious ministering to evacuees at shelter location. This may be through personal ministering, rosary sessions, etc.
- Lay ministers should be able to provide some type of verification of qualifications to perform such services such as training through “The Isaiah Project” program or other recognized process.
- Coordination and scheduling of these services should be made through the Pastoral Care Unit Coordinator.

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### Volunteer Roles and Responsibilities for Distribution Center Management

#### Religious Services Team

- Team of volunteers willing to provide assistance with the regularly scheduled religious services for evacuees at shelter location.
- Responsible for advertising these religious services throughout the shelter.
- Responsible for clearing area and setting up tables and chairs as needed for these services.
- Responsible to clean up and returning service area to pre-service condition.
- Assists with services as needed under direction of the Pastoral Care Unit Coordinator.

#### Pastoral Care Data Management

- Responsible for keeping records of religious services provided for evacuees.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

### LOCAL TRANSPORTATION SERVICES UNIT ROLES

#### Local Transportation Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

#### Local Transportation Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as vehicles and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

#### Local Transportation Drivers/Vehicles

- Volunteer drivers to transport evacuees to local business such as going to bank, store, doctor, etc.
- Volunteer will be asked to use personal vehicle for these transports. No expense reimbursements will be offered for this service.

### MENTAL HEALTH CARE SERVICES UNIT ROLES

#### Mental Health Care Unit Coordinator

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

#### Mental Health Care Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as medical services and/or additional volunteer personnel.
- Solicits services/volunteers to fill these needs.
- Usually will also fill other roles as needed

#### Mental Health Care Professional Services

- Volunteer services from qualified counselors willing to provide counseling services for evacuees at shelter location.
- Coordination and scheduling of these services will be made through the Mental Health Care Unit Coordinator.

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### Volunteer Roles and Responsibilities for Evacuation Shelter Management

#### PET CARE UNIT ROLES

##### **Pet Care Unit Coordinator**

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

##### **Pet Care Donations Coordinator**

- Communicates with unit team members to identify unit needs. Needs could be such items as pet food, supplies, and/or additional volunteer personnel.
- Solicits supplies/volunteers to fill these needs.
- Usually will also fill other roles as needed

##### **Pet Care Registration**

- Mans the Pet Care registration tables. Possibly the first contact disaster victim has with Matthew 25. Must make this first impression a positive experience.
- Interview evacuees - gather as much information as possible about their pet such as name, age, special diet, medication, etc.
- Collects all essential personal data from disaster victim for follow-up and assistance purposes.
- Documents new evacuee/pet information and provides it to Pet Care Data Management.

##### **Pet Care Volunteer Clearing Team**

- Mans the Pet Care volunteer registration table.
- Provide method for Matthew 25 volunteers to document their time and service information.
- Provide volunteers' information to Pet Care Data Management.

##### **Pet Care Professional Services**

- Volunteer services from Professional Pet Care Providers willing to provide their services for evacuee pet victims.. These services may include veterinarian, SPCA, Humane Society, and/or other pet care professionals.
- Coordination and scheduling of these services will be made through the Pet Care Unit Coordinator.

##### **Pet Care Team**

- Trained volunteers willing to work with animals that have been victims of a disaster situation under the direction of a Veterinarian or the Pet Care Unit Coordinator.
- Some of the services that they may be asked to perform would be grooming, feeding, exercising, and other general care tasks with the animals.
- They would also be responsible for cleaning and maintaining the pet area and pet supplies.

##### **Pet Care Data Management**

- Responsible for keeping records of volunteers' time and service.
- Responsible for keeping records of disaster affected pet information and needs.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed.

#### CHILD CARE/ACTIVITIES UNIT ROLES

##### **Child Care Unit Coordinator**

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

##### **Child Care Donations Coordinator**

## CHAPTER VI: MANAGEMENT TEAM EXAMPLES

### Volunteer Roles and Responsibilities for Distribution Center Management

- Communicates with unit team members to identify unit needs. Needs could be such items as toys, video equipment and supplies, and/or additional volunteer personnel.
- Solicits supplies/equipment/volunteers to fill these needs.
- Usually will also fill other roles as needed

#### Child Care Baby Sitters Team

- Qualified volunteers willing to assist disaster victims by taking care of infants to give parents time alone to take care of other disaster related business.
- Volunteers will work under schedules developed by Child Care Unit Coordinator.

#### Child Care Teachers Team

- Qualified volunteers willing to assist disaster victims by developing and holding school for older children to give parents time alone to take care of other disaster related business.
- Volunteers will work under schedules developed by Child Care Unit Coordinator.

#### Child Care Activities Team

- Volunteers willing to assist with child care activities in a controlled environment.
- Services could include such duties as playing games, reading books, telling stories, etc.
- Responsible for organizing the activity area and for maintaining a clean, safe environment for the children.

### LAUNDRY SERVICES UNIT ROLES

#### Laundry Unit Coordinator

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

#### Laundry Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as clothes bags, washing detergent, and/or additional volunteer personnel.
- Solicits supplies/equipment/volunteers to fill these needs.
- Usually will also fill other roles as needed

#### Laundry Services Team

- Qualified volunteers willing to donate personal time and equipment to wash/dry evacuees' clothes.
- Volunteers may be asked to use personal laundry equipment. No expense reimbursements will be offered for this service.

#### Laundry Drivers/Vehicles

- Volunteer may be asked to use personal vehicle for transporting clothes to and from shelter. No expense reimbursements will be offered for this service.
- Volunteers may be coordinated through the Local Transportation Coordinator when used.

### FOOD PREPARATION AND DISTRIBUTION UNIT ROLES

#### Food Unit Coordinator

- Trained Supervisor position. Shares overall shelter responsibilities with other Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

## CHAPTER VI: MANAGEMENT TEAM EXAMPLES

### Volunteer Roles and Responsibilities for Evacuation Shelter Management

#### Food Donations Coordinator

- Communicates with unit team members to identify unit needs. Needs could be such items as meats, produce, cooking supplies, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.
- Usually will also fill other roles as needed

#### Food Collections Coordinator

- This position is a certified position.
- Primary person responsible for receipt and distribution of all food related items such as perishable and non perishable food, snacks, produce, cooking supplies, etc.
- Will coordinate the organization and proper storage of all food related items prior to cooking and distribution.
- Will oversee food preparation to assure proper guidelines are followed in each process.
- Will consult with Food Unit Coordinator, Food Preparation Teams, and Food Cook Teams to provide daily meal menus.

#### Food Data Management

- Responsible for keeping records of unit volunteers' time and service.
- Responsible for keeping records of disaster victims receiving food where feasible.
- Responsible for keeping records of donation groups, organizations, and individuals listing donated items where feasible.
- Responsible for keeping records of daily menus.
- Where possible, records should be maintained electronically using a computer and the Matthew 25 approved database software.
- Usually will also fill other roles as needed

#### Food Collections Team

- Team of volunteers assisting the Food Collections Coordinator in keeping the pantry and cooler/freezer areas clean and organized for easy retrieval by food preparation team and cooks.
- Team will assist in the receipt, unpacking, and storage of all food-related items under the direction of the Food Collections Coordinator.
- Team will assist in making "care packages" under the direction of the Food Collections Coordinator for distribution to disaster victims staying outside the shelter.

#### Food Preparation Team

- Qualified team of volunteers will prepare food prior to being cooked. Will clean, chop, season, etc. all necessary ingredients.
- Team will prepare foods that require no cooking such as salads, sandwiches, etc.
- Team will follow all FDA and health agency regulations in the processes they utilize.

#### Food Cook Team

- Qualified cooks will cook meals to meet the needs of all shelter guests.
- Cooks will follow all FDA and health agency regulations in the processes they utilize.

#### Food Serving Team

- Team of volunteers that will serve meals prepared by preparation and cook teams to all shelter guests.
- Team should work out best method for them to safely and efficiently serve these meals.

#### Food Cleanup Team

- Team of volunteers will clean all cooking utensils used in the preparation, cooking, and serving of each meal.
- Team will make sure that the dining, kitchen, and food preparation areas are cleaned and sanitized after each meal.

## CHAPTER VI: MANAGEMENT TEAM EXAMPLES

### Volunteer Roles and Responsibilities for Distribution Center Management

#### MEDICAL CARE SERVICES UNIT ROLES

##### **Medical Care Unit Coordinator**

- Trained Supervisor position that may share overall shelter responsibilities with other primary Unit Coordinators dependent upon size and needs of shelter.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

##### **Medical Care Donations Coordinator**

- Communicates with unit team members to identify unit needs. Needs will usually be for medical services and/or additional volunteer personnel.
- Solicits services/volunteers to fill these needs.
- Usually will also fill other roles as needed

##### **Medical Care Professional Services**

- Volunteer services from Professional Medical Care Providers willing to provide medical services for evacuees at shelter location or their office. These services may include medical doctors, certified nurses, dentists, paramedics, EMT, etc.
- Coordination and scheduling of these services will be made through the Medical Care Unit Coordinator.
- Expenses for services may be reimbursable through FEMA. Professional Medical Care Providers will be responsible for requesting such reimbursements.

##### **Pharmacist/Pharmacy**

- Volunteer services from Certified Pharmacist/Pharmacy willing to provide medical prescription services for evacuees staying at shelter location.
- Coordination and scheduling of these services will be made through the Medical Care Unit Coordinator.
- Expenses for services may possibly be reimbursable through FEMA. Pharmacist/Pharmacy will be responsible for requesting such reimbursements.

##### **Hospital Contact**

- Persons working at area hospitals willing to be hospital representatives that would work hand and hand with Matthew 25 volunteers during any situations that may arise where hospital services may be needed.
- Will keep Medical Care Unit Coordinator up to date as to any changes in hospital status of operation and status of disaster related patients.

##### **Nursing Home Contact**

- Persons working at area nursing homes willing to be nursing home representatives that would work hand and hand with Matthew 25 volunteers during any situations that may arise where nursing home services may be needed.
- Will keep Medical Care Unit Coordinator up to date as to any changes in nursing home status of operation and status of disaster related patients.

##### **Medical Care Follow-up**

- Volunteer services from Professional Medical Care Provider willing to provide follow-up medical services for evacuees after they leave the shelter and move to a local address.
- Coordination and scheduling of these services will be made through the Medical Care provider and the patient.
- Expenses for services may possibly be reimbursable through FEMA. Paramedic will be responsible for requesting such reimbursements.



## CHAPTER VI: MANAGEMENT TEAM EXAMPLES

### Volunteer Roles and Responsibilities for Evacuation Shelter Management

#### COMMUNICATION SUPPORT UNIT ROLES

##### **Communication Unit Coordinator**

- Trained Supervisor position. Shares overall shelter responsibilities with other Unit Coordinators.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through the Evacuation Shelter Coordinator.
- May also fill the role of one of the other Unit Coordinators or other roles as needed

##### **Communication Donations Coordinator**

- Communicates with unit team members to identify unit needs. Needs could be such items as computers, communication equipment, and/or just additional volunteer personnel.
- Solicits donations/volunteers to fill these needs.

##### **Communication Center Team**

- Responsible for keeping shelter volunteers informed of the status of the various local and government agencies such as FEMA, Red Cross, etc.
- Responsible for keeping shelter volunteers informed of the status of the where the various evacuation shelters and distribution centers may be located along with the operating hours of each.
- Responsible for finding other means of communication in the event that normal methods are not available. This may mean personally traveling to and from various areas to obtain necessary information.

#### GENERAL SERVICES/MAINTENANCE UNIT ROLES

##### **General Services Unit Coordinator**

- Trained Supervisor position that may share overall responsibilities with other primary Unit Coordinators as applicable.
- Primary contact person for assigned unit.
- Coordinates volunteer work schedules and general activities for assigned unit.
- Responsible for communicating unit status and needs to the Matthew 25 Program Manager, either directly or through other Unit Coordinators or Managers.
- Usually will also fill the role of one of the other Unit Coordinators and other roles as needed

##### **General Services Donations Coordinator**

- Communicates with unit team members to identify unit needs. Needs could be such items as cleaning supplies, basic tools, electrical/mechanical parts, and/or additional volunteer personnel.
- Solicits services/equipment/volunteers to fill these needs.
- Usually will also fill other roles as needed

##### **General Services Cleanup Team**

- Team of volunteers responsible for basic clean-up of assigned areas under the direction of the General Services Unit Coordinator.
- Usually will also fill other roles as needed.

##### **General Professional Services Team**

- Professional service providers willing to donate their time and services to assist with disaster related incidents as needed. Services could include electrical, mechanical, refrigeration, etc.
- Usually will also fill other roles as needed.

##### **General Services Team - Other**

- Volunteers not assigned to any specific task or role willing to assist in any way that they can under the direction of the General Services Unit Coordinator.
- Duties could be to man portable shower areas, assist with clean-up, set-up, and tear-downs, and various other general tasks and duties.
- May also fill other roles as needed.

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