

Emergency Response Team (ERT) Responder

Posted: July 21, 2017

Region: Various Locations Throughout Nova Scotia

Application deadline: December 31, 2018

The Canadian Red Cross Society, a non-profit, humanitarian organization dedicated to helping Canadians, as well as the most vulnerable throughout the world, is seeking an Emergency Response Team (ERT) Responder for Disaster Management (DM). Reporting to the ERT Supervisor, the ERT Responder will be responsible for various emergency shelter and reception centre response activities in addition to other responsibilities related to emergency preparedness.

Job Summary:

The Emergency Response Team (ERT) is activated for responses that exceed Personal Disaster Assistance (PDA) capacity. The incumbent of this position will be assigned to deliver a specific service on site during a response, however, must know how to deliver all services at the ERT level. During non-response times, the ERT Responder may resume duties as a PDA Responder.

Responsibilities/Activities:

Responsibility 1. Disaster Response

Activities:

- Assist in the set up, running and/or closing of a service within a reception centre, shelter or other site as directed by the ERT Supervisor;
- Conduct client needs assessment to determine immediate, short and long-term needs of clients, as appropriate;
- Provide appropriate services as assigned, based on the Technical Standards and the National Disaster Assistance Guidelines;
- Communicate and report on progress, as appropriate, to the ERT Supervisor;
- Provide comfort to clients;
- Provide referrals to partner agencies and other community based groups;
- Complete necessary paperwork (i.e. Goods and Services Vouchers, Registration & Inquiry cards, daily statistics, activity logs, etc.);
- Participate in the debriefing and review of the delivery of the assigned services.

Responsibility 2. Preparedness Activities

Activities:

- Actively engage in team preparedness activities including emergency planning and kit preparedness;
- Attend meetings as required;
- Support ERT Supervisor in materials/inventory management, as needed;
- Support with supplier agreements, as appropriate;
- Support the ERT Supervisor in planning and organizing services.

Contributes to a healthy and safe working environment.

Performs other duties, as required.

Qualifications:

The incumbent must have the commitment to the Fundamental Principles of the Red Cross Movement and model the core competencies of the CRCS: team excellence, service excellence, accountability and results focused.

- This position requires a satisfactory Canadian criminal record reference check.
- This position requires a satisfactory vulnerable sector check

Education and Experience:

- Completion of High School Diploma or equivalent experience;
- Experience in an emergency environment, an asset.

Knowledge:

- Understanding of Red Cross role in disaster response, relief and recovery, an asset
- Computer literacy is an asset

Skills and Abilities:

- Language requirements vary - responders must be able to deliver services as appropriate
- Customer service skills - provides comfort and care, patience in dealing with upset clients, active listening to understanding needs, finding a solution and good communication so client understands services available and how to obtain
- Communication skills - verbal and non-verbal cues, active listening, clearly able explain self and confirm understanding from client

- Attention to detail - accuracy in completing forms, giving information, completing necessary paperwork
- Ability to work well within a team - share information, be helpful, respectful, approachable, build strong relationships
- Dependable - timely, takes initiative and ownership of work, completes tasks without being asked or with little supervision
- Remains calm during a crisis - does not allow emotions to get in the way, does not take things personally, stays positive, responds decisively

Working Conditions:

- Potential for responding in disaster areas, as well as difficult and unstable conditions (environmental, physical, social, etc.) and uncomfortable conditions (noise, odours, smoke, humidity, vulnerable clients). These stressful rapidly changing environments with limited information to make decisions have the potential to affect the physical and psychological state of the responders on site.
- Potential for basic or hardship living conditions/accommodations.
- The incumbent may need to stand for several hours.
- The incumbent may need to lift up to 20 kg of relief supplies during preparedness activities and during response.
- Ability to respond during non-traditional hours (i.e. late night or weekends) and long hours of work in a demanding context.
- Ability to be on-call when scheduled, as required.
- Ability to respond in local community (3 days minimum) and outside of their community (10 days minimum).

A valid provincial driver's license and First Aid Certification (training provided) is required. This position also requires a successful Canadian criminal record check with vulnerable sector screening. Candidates must be 18 years of age or older. The Canadian Red Cross Society is an equal opportunity employer.

Interested parties may submit their application no later than December 31, 2018 via the [Canadian Red Cross Online Volunteer Website](#).

Please copy & paste the following link to a web browser if you cannot open the above hyperlink (trr.tbe.taleo.net/trr01/ats/careers/requisition.jsp?org=CRCS&cws=56&rid=2198)

While we appreciate all responses, only candidates under consideration will be contacted.