

Detailed Description for Penticton Emergency Support Services Volunteers

The City of Penticton has an exciting volunteer opportunity for individuals interested in supporting neighbours impacted by an emergency. [Emergency Support Services](#) provides supports to individuals impacted by an emergency, such as a wildfire, that as no other supports available. Using a can-do, positive attitude and working with the Director or Deputy Director of Penticton Emergency Support Services, this is a very rewarding volunteer role. If you are caring, calm under pressure, and enjoy working as a team, this volunteer role may be for you!

Roles

There are typically four major roles with the ESS team. These include:

- Greeter at the reception centre – the first individual to greet evacuees when the evacuees enter the Reception Centre. Explains the next step in the process to evacuees.
- Registration and referral of evacuees – help evacuees complete their ESS registration and provide referrals to various supports. Must be comfortable using computers and speaking with evacuees.
- Documentation room – help organize, file, and, using spreadsheets, provide aggregate information about evacuees being supported.
- Group lodging – provide temporary accommodations in a group facility (e.g., gymnasium floor) to evacuees that have no other accommodation option

Key Responsibilities:

- Actively support evacuees impacted by an emergency, such as flooding or a wildfire, in a specific role. This role will be assigned by and report to the Director, Deputy Director, and/or designate.
- Work under the general direction of the City of Penticton and/or within legislation, policies, and bulletins from Emergency Management BC.
- Work as part of a team, and be a positive member of the ESS team.
- Respect confidentiality of any information or personal data.
- Provide support and/or mutual aid to other communities or ESS teams, upon written approval of the City of Penticton (please note: this is optional; you are not obligated to deploy as part of a Host Community or mutual aid response).
- Participate in a minimum of four monthly team meetings per year.
- Participate in training as discussed with the Director of Emergency Support Services.
- Must be willing to be contacted about potential deployments with minimal notice, and potentially volunteer non-traditional days/hours.
- Help with other team activities (e.g., setting up the Reception Centre at the start of the wildfire season).
- Other duties as discussed that fit your interests and availability.

Key Skills:

- Ability to have a positive attitude.

- Ability to be team oriented, and keep the evacuees' well-being at the forefront of the ESS team's work.
- Ability to complete forms accurately, thoroughly, promptly, and legibly. These may be paper or computer-based forms.
- Ability to communicate clearly, professionally, and respectfully to supervisors, evacuees, team members, suppliers, and others.
- Ability to learn, follow, and adhere to written policies, procedures, and guidelines.
- Ability to respond effectively, adapt, and remain organized in a potentially crisis and high-stress environments.
- Ability to ask for clarification of policies, procedures, direction, and guidelines.
- Ability to have patience and empathy while working with evacuees that are potentially in extreme distress.
- Ability to use a telephone, computer, computer software, and/or printers.

Required Qualifications:

- Must be 19 years or older, or have written parental consent if 16-18 years old.
- Agree to, sign, and adhere to the Penticton Emergency Support Services and Emergency Management BC Public Safety Lifeline Volunteer Code of Conduct.
- Submit and pass a Criminal Records Check.
- Live in or within a reasonable traveling (generally within 50km) distance to Penticton.
- Should have the following courses/trainings, or be willing to participate in the training within established timelines (note: this is the general training expectations, your specific role may have slightly different expectations; training is generally free for volunteers as it is covered by grants):
 - For all volunteer roles: Justice Institute of BC's Introduction to ESS (EMRG-1600) within six months,
 - For Level One team members only: Justice Institute of BC's Level One ESS Responder (EMRG-1607) within one month of being appointed a member of the Level One team,
 - For all volunteer roles: Justice Institute of BC's Introduction to Reception Centres (EMRG-1610) within six months,
 - For Registration and Referral volunteers only: Justice Institute of BC's Registration and Referrals (EMRG-1615) within six months,
 - Emergency Management BC training (e.g., Evacuee Registration and Assistance software) as they are offered and as you are available, and
 - Penticton Emergency Support Services optional and mandatory training as discussed at monthly team meetings (e.g., role specific training, registration and referral refresher, mock exercise).

Please note that there are multiple volunteer roles. For specific information about each role, please contact the Penticton ESS team at ess@penticton.ca.