



Dear California Fire Corps Community:

Over the last several months, California's fire fighting community has come together in a unified and unique way to scope, design, and now implement—a new program to support the many ways that volunteers participate with professional firefighters to help protect their communities. This new "*Fire Corps*" effort is an exciting and recognizable program that allows for consistent duplication in fire departments around the state and was designed for user-friendly understanding and consistent application.

Fire Corps is the latest addition to the national Citizen Corps program for community-based homeland security and emergency services. All of the Citizen Corps programs, Developing Citizen Corps Councils, CERT programs, Medical Reserve Corps, VIPS and Neighborhood Watch, and now Fire Corps are geared towards engaging volunteers across the nation in hometown security and preparedness with an "all-hazard" approach.

The materials found in this tool box and on the California Service Corps' Citizen Corps website under Fire Corps give you an array of powerful methods to recruit, train, retain, and utilize volunteers in dozens of capacities according to a jurisdiction's specific needs. This program is designed to allow California fire programs and community volunteers with an understandable structure that benefits everyone involved. A side benefit of this approach is that, should it become necessary, volunteers will be better prepared to assist their communities. This program is not intended to replace or supplant the duties and/or positions carried out or held by paid personnel.

This is an important step for California's fire community and valuable volunteer partners. As you begin to implement your own program, please give us feedback so we can continuously improve Fire Corps for all Californians. Feel free to contact any of the coalition members or reach us through the Citizen Corps/Fire Corps website email contact.

Sincerely,

California Fire Corps Workgroup

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FIRE CORPS-IN-A-BOX TOOLKIT

A reference toolkit for creating successful local community involvement in the fire service. This kit contains templates, guidelines and references to assist fire departments, local government and community leaders.

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Limitation Of Liability

This information compiled by the Fire Corps Advisory Committee reflects a good faith effort to provide correct information and useful tools at the time of writing. The Fire Corps Advisory Committee attempts to maintain the highest accuracy of content in its material. Any errors or omissions should be reported to us. Fire Corps Advisory Committee makes no claims, promises or guarantees about the absolute accuracy, completeness, or adequacy of the contents of this material and expressly disclaims liability for errors and omissions in the contents. No warranty of any kind, implied, expressed or statutory, including but not limited to the warranties of non-infringement of third party rights, title, merchantability, fitness for a particular purpose and freedom from computer virus, is given with respect to this material or its hyperlinks to other Internet resources. Reference in this material to any specific commercial products, processes, or services, or the use of any trade, firm or corporation name is for the information and convenience of the public. This does not constitute an endorsement or recommendation by Fire Corps Advisory Committee, or their employees or agents. This Use Policy is subject to change without notice.

Fire Corps

Fire Corps is an effective method of improving public service and participation by allowing citizens to volunteer their time and efforts to a fire organization. Citizens can utilize specialized skills to help in non-emergent activities such as administration and logistics to bolster the fire department's productivity and services. Many local fire departments are struggling with increasing demands and local citizens are an untapped resource to help meet some of those demands. In addition, this allows the community to give to their fire department and impart their specialized skills for the benefit of all. When disasters and emergencies strike our ability to respond as a united community will be enhanced by our working together. A successful and harmonious partnership between local government and community-based initiatives is one of the most important aspects of creating a strong, prepared and resilient community. Here are some suggestions to accomplish this goal:

Identify or designate a member within your department who will be responsible for administering the Fire Corps Program. Their tasks include finding out what local resources are available and what jobs can be filled using community volunteers. Find out if your local government have an existing community volunteer initiative. Find out its programs and services. Learn what you can about funding and public support for volunteer programs. This support often fluctuates as budgets shrink or grow, but it is important to see what steps you can take to be considered for funding. Don't assume that there is no money!

Find out if your local government works in partnership with prominent community organizations like the Salvation Army and the American Red Cross.

Ask what role local business and community based organizations play in the response structure. Thousands of local organizations and businesses routinely step forward to serve their local community. These local agencies often have no formal training in response, and may have no predefined role, but the contributions of these community responders are invaluable to the professional responders and general public.

Be inclusive. You never know who will find a true passion for preparing their community. The more inclusive the process is, the more likely that the result will serve the entirety of the community.

Make it easy to participate in Fire Corps programs. Create a website or listserv to link to your program. Create phone chains and fax groups for those who prefer a lower-tech option. Post information in libraries, community centers and other public places so that your group encourages new participation.

Successfully uniting and harnessing the power of professional responders, community initiatives and volunteers can be a challenge, but is well worth the rewards. By sharing and developing the skills to effectively work together, solve problems and share resources, you create strength, resilience and the ability for the community to grow stronger from each emergency you face.

Find contact information at the sources listed in Contacting Government Officials.

How to Start a Fire Corps

Originally launched at the White House in December of 2004, Fire Corps is a locally-driven Citizen Corps program that allows community members to offer their time and talents to their local fire departments. Not only does this program foster the inclusion of valuable citizen talent in the local fire service, but it also relieves the front-line providers of many administrative tasks enabling more time for training and delivery of emergency services. Fire Corps serves as a gateway to information for and about fire department programs and meets a citizen's desire to serve as well as a department's need for support.

Designed to capitalize on citizen talents, it enables the community to provide much needed assistance in non-operational capacities. The Fire Corps partners are the [International Association of Fire Chiefs' Volunteer Combination Officers Section \(VCOS\)](#), the [International Association of Fire Fighters \(IAFF\)](#), and the [National Volunteer Fire Council \(NVFC\)](#). Here in California, this program has enlisted the assistance of the following agencies and organizations:

Governor's Office of Emergency Services	California Fire Chief's Association
Fire Districts Association of California	California Professional Firefighters
California State Firefighters' Association	California Department of Forestry and Fire Protection
Office of the State Fire Marshal	League of California Cities
Metropolitan Fire Chief's Association, California Section	

In California, the Governor's California Service Corps has coordinated information to enhance and simplify the "getting started" process. While any fire service affiliated organization that utilizes citizen advocates constitutes a Fire Corps program, it is encouraged to integrate your department and your Fire Corps program into your local Citizen Corps councils. There are no additional requirements other than having citizen advocates volunteer in your organization and registering yourself with Fire Corps at www.firecorps.org.

Fire Corps welcomes all interested citizens and fire departments, regardless of membership. Any fire department can request assistance to start a Fire Corps program, or add a description of an existing effort to the Fire Corps database. Those who wish to join any of our partners as appropriate to take advantage of the organization's various programs are certainly welcome to do so.

The only requirement to register is being a fire or EMS department, or directly affiliated with a department or local, state, federal, or tribal fire or EMS agency. Fire Corps may ask for more information prior to listing your organization in the Fire Corps database.

There is no cost to register with Fire Corps. We want to connect you with the citizens in your community who want to help supplement your operations. All we ask is that you occasionally review your information and keep the number of citizen advocates, hours worked, and program information up to date.

Citizen advocates allow fire departments to focus on providing fire and rescue services by providing supplemental and/or support services, such as administrative assistance. Investing in a citizen advocate program can help your staff fulfill their primary functions and provide services that may not otherwise be offered. The

financial return on investment of a citizen advocate program can be substantial, amounting to hundreds of thousands of dollars.

Developing a Fire Corps Program is a great way to strengthen, support and protect your community. With perseverance and leadership, you can mobilize your community and make a real difference before and after a disaster. You'll need to engage your community in the value of working together to improve the safety and security of life in your neighborhood.

To start this process, follow these five basic steps:

Find out what community programs are in place. It's important to respect existing programs and make every effort to not duplicate efforts.

Convene or attend a Neighborhood Meeting/Block Party where you can determine resources, interest levels and other forms of support. Getting on the agenda of existing groups and networks is a great way to get buy-in and support.

Create structure, objectives, attainable goals, and a follow-up system for your initiative. Successful, enduring programs are grounded in real commitments and have realistic goals based on the resources available.

Get in action! Take the proper training. Distribute resources to your team. Collect the information. Getting momentum, creating synergy, and having participants see results helps make programs successful and valued in the community.

Identify ways to keep your participants engaged. Establish clear milestones and deadlines and keep each other accountable to fulfilling on goals. Ensure that you recognize, acknowledge and celebrate the contributions and successes of the participants.

1. Find out what programs are in place.

Local Preparedness Resources

A good first contact is your local Office of Emergency Services. The contact may be someone from the Sheriff's or Fire department that has been assigned the task of coordinating emergency services. Your contact will be able to give you information about the initiatives and programs that are available in your community. Other programs highlighted through Citizen Corps – Community Emergency Response Team (CERT), Neighborhood Watch programs, Volunteers in Police Service (VIPS), and the Medical Reserve Corps may be up and functioning in your area.

Volunteer amateur radio operators

Volunteer amateur radio operators serve as reserve radio operators and auxiliary communication experts. They are formally trained in the use of HAM radios and can be instrumental in assisting first responders and the community during an emergency. The [Amateur Radio Relay League](http://www.arrl.org/) is an excellent resource for links to local radio clubs in your area and information about licensing requirements, training and examinations.

Visit <http://www.arrl.org/>

2. Convene or attend a community meeting or Block Party to gain support and determine interest.

Consider contacting existing resources such as a representative from the police department to get information about the neighborhood watch group or a neighborhood crime prevention council. These individuals already have a stake and interest in public safety and quality of life for your community.

When reaching out to your community, make every effort to be as inclusive as possible, so that the result has the benefit of wide-scale buy-in and support. One of the easiest and most cost effective ways to jumpstart your initiative is to piggyback on established programs. For example: service clubs such as the Rotary, Kiwanis, Lions and Elks have regularly scheduled meetings. Find guest speakers to present community issues. Scouting troops and youth organizations often look for service projects to embrace. College sororities and fraternities engage in efforts to champion and support their community. When your program is championed or supported by these established groups, they are able to use their existing structures and lines of communication to further the project. Some others groups to consider are:

- Alumni associations
- Chambers of Commerce
- Churches and other faith based organizations
- Civil organizations
- Ethnic associations
- Homeowners and neighborhood associations
- Local nonprofits
- PTAs (Parents and Teachers Associations)
- Trade associations
- United Way and other local foundations
- Unions
- Volunteer centers

3. Create structure, objectives, attainable goals and a follow-up system for your initiative.

One of the critical pieces of starting a program is to develop a structure and to set realistic goals and objectives. Volunteers should be treated as paid employees with goals and objectives. Whatever the program, having a clearly articulated shared goal and having group agreement on how to proceed is a strong starting point.

We recommend using the popular “SMART” method when determining goals. The idea is to make sure every goal is:

S - Specific

M- Measurable

A - Attainable

R - Realistic

T – Time specific

Having a shared agreement to use this simple system helps many groups move forward with greater confidence and clarity. The bottom line is that you want to keep your participants engaged, motivated and able to move forward with a shared understanding.

4. Get In Action!

The planning process is extremely important to a successful project. However, action inspires action! People and businesses can more easily engage in specific activities with limited time frames, than they can participate in ongoing planning meetings and drawn out planning processes. Whatever the project, make sure that simple action steps are initiated early in the process. Create a steady stream of clear and simple actions can lead to a successful and prospering community preparedness initiative.

5. Identify ways to keep your participants engaged and enthusiastic.

It is important to keep your participants engaged in your fire department. Often, enthusiasm wanes after the initial enthusiasm. The human tendency to want to return to ‘normal life’ and to not think about catastrophes can cause your program to get sluggish. You should consider setting up a mechanism for communicating and keeping your participants connected, communicating and moving forward. Consider creating a quarterly or bi-annual newsletter that can be mailed or emailed to your participants. Even a simple weekly email covering recent accomplishments, next steps, upcoming meetings and the like, can be a great tool.

ACKNOWLEDGE success! Above all, please take the time to recognize successes and acknowledge the people who made them happen. We erect monuments and statues to honor responders and we wave when they drive down our streets. Emergency Responders deserve every bit of the appreciation we heap upon them. But we must also recognize those that worked behind the scenes to provide essential support. They help ensure the pieces are in place so that we can respond as a united community. They help close the gaps where our more vulnerable people and businesses fall. Give everyone in your community the opportunity to be a hero for themselves, their families, and their community. And help the heroes of volunteerism receive the praise and recognition they deserve.

Fire Corps Job Descriptions

Any eligible fire or EMS department or any eligible affiliate of a fire department or local, state, federal, or tribal fire or EMS agency that registers a Fire Corps program pursuant to these guidelines shall not use the Fire Corps program to reduce or eliminate or otherwise supplant any position or task provided by the governing public agency that is maintained by or dedicated to paid, professional fire service personnel or any other personnel employed by the governing agency and represented by a recognized employee organization.

The following are some examples of jobs and tasks volunteers may perform at the local fire department. Additional related qualifications, training and other items can be found in Appendix A.

CATEGORY: ADMINISTRATION

Title: Account Clerk Volunteer

Assists with accounting, bookkeeping, data entry, account receivables, customer service

Qualifications: Related work experience and knowledge of basic bookkeeping and accounting principles; basic knowledge of Microsoft Excel and Word

Title: Accreditation Support

Assists with the provision of accreditation support to the Fire Chief and Executive Staff during the IAFC self assessment process.

Qualifications: Ability to read and write English proficiently, basic computer word processing skills are required

Title: Administrative Assistant Volunteer

Assists with office management, scheduling, meeting facilitation, meeting coordination, research, report writing, document proof-reading

Qualifications: Related work experience, good customer service skills, good writing and public speaking skills, self starter, accomplishes work assignments with limited supervision

Title: Archivist

Compile photos, news clippings, video, audio, historical items and other items and archive in binders, storage facilities, data files, etc

Qualifications: Good organizational skills and ability to use computer databases

Title: Budget Analyst Volunteer

Assists in the analysis and preparation of budgets and related documents.

Qualifications: Knowledge of: Principals, practices, methods and terminology used in public accounting and budgeting.

Title: Critical Incident Stress Management Volunteer

Provide CISM counseling to fire department members following significant incidents

Qualifications: Must be licensed mental health professional with background or coursework in CISM or may be Chaplain with coursework in CISM

Title: Fire Historian Volunteer

Researches history of fire service and fire service operations in the community; may develop displays for museums or fire stations of a historical nature; gather information and display materials of historical significance

Qualifications: Able to conduct research and documentation of fire service history

Title: Fire Museum Docent

Assists with the establishment of displays at public museums, describes historical fire operations and uses of equipment on display

Qualifications: Ability to communicate orally and describe operations; familiarity with historical operations, outgoing personality and possesses good public speaking skills

Title: Fundraiser Coordinator

Assists with scheduling, promotion, organization and direction of fundraising activities

Qualifications: Marketing/advertising skills and experience, outgoing, affable personality, organized and can work unsupervised; good communication skills; self starter

Title: GIS Administrative Support

Prepare of GIS mapping and pre-plan documents and distribution; maintain map books for engine companies/Operations Division; track fire inspection workload and pre-fire planning; input information into GIS data systems

Qualifications: Knowledge of Computer Aided Drawing (CAD), experience with GPS devices and Geographic Information Systems

Title: Grant Writer

Search for grants, write grant applications, assist with grant management

Qualifications: Related work experience; good writing skills

Title: IT Specialist

Assists with computer systems set-up, diagnosis and repair, internet savvy, knowledge of networks, website set-up and maintenance

Note: This position has connectivity to multiple categories (i.e. Support, Outreach)

Qualifications: Any combination of education and experience that would provide the knowledge and skills necessary to carry out the above duties

Title: Newsletter Editor

Assists with interviews, creates articles using word processor for newsletters for audiences such as residences, department staff and others

Qualifications: Outgoing personality, ability to communicate effectively verbally and in writing, good computer skills required

Title: Office Volunteer

Assists with answering phones, front desk customer service, filing, word processing, running errands and general office duties

Qualifications: Good phone and communication skills, quick learner, basic computer skills

Title: Photographer/Videographer

Photograph special events and department events and emergency incidents, if qualified

Note: Can support multiple areas/categories

Qualifications: Must have access to appropriate equipment, knowledge of digital camera and/or video and various lenses. Supplies may be provided by the department

Title: Program Coordinator Volunteer

Assist in the coordination of various programs; announce current events for the evening as well as introduction of the speakers as well as keeping the class flowing smoothly

Qualifications: Must have an outgoing personality, enjoy speaking in public, run a classroom-like environment

Title: Public Relations Coordinator

Ombudsmen, outreach, may support multiple areas and categories

Qualifications: Organized and can work unsupervised; good communication skills; professional in appearance and approach; problem solver; sensitive to a diverse community with diverse issues; self starter

Title: Special Events Coordinator

Schedule, promote, organize and direct special events

Qualifications: Organized and can work unsupervised; good communication skills; self starter

Title: Vintage Fire Apparatus Restoration Volunteer

Restoration of vintage apparatus for historical, educational and special event value; research and locate necessary parts; perform repair work and schedule necessary outside work and donations

Qualifications: Mechanical aptitude and interest.

CATEGORY: FIRE PREVENTION

Title: Abandoned Vehicle / Weed Abatement Program Volunteer

Where local ordinances apply, may assist with the inspection of private and public lands to ensure compliance with local ordinances relative to noxious weeds, vegetation and abandoned vehicles.

Qualifications: Knowledge of local fire code and ordinances, customer service skills, valid driver's license, and good driving record

Title: Customer Service Representative

Greet clients, assist with the completion of standard forms; assist with processes and issues permits, phones, filing, word processing, run errands, general office duties

Qualifications: Good customer service skills, knowledge of building, inspection and burn permit procedures, knowledge of standard office software applications such as Word, Excel and Access

Title: Fire Safe Clearance Inspector Volunteer (Wildland Interface)

May assist the existing fire prevention programs with conducting of inspections of public facilities and private residences to ensure adequate fire clearances in the urban Wildland interface areas.

Qualifications: Knowledge of local fire code and ordinances, customer service skills, valid driver's license, and good driving record

CATEGORY: OUTREACH

Title: Commercial Fire Prevention Volunteer

Assists with contacting businesses to provide fire prevention information, checks to see that businesses are in compliance with fire codes prior to official inspections

Qualifications: Outgoing personality with excellent speaking skills, ability to learn commercial fire prevention tips and awareness of fire code violations, good follow-through skills

Title: Fire Lobby Greeter

Assists citizens and visitors by directing customers to the appropriate service areas, answer simple questions to assist the public at the front counter and phone inquiries

Qualifications: Must have an outgoing personality, be patient and comfortable working with a diverse population and possess the ability to get along with people, multi-lingual consistent with demographics of the community desired, although not required

Title: Home Fire Safety Volunteer

Assists with contacting residents and offering fire prevention tips for making the residence safer, conducts home smoke alarm tests and installations upon request

Qualifications: Possess good phone skills, good public speaking skills and follow-up ability to learn elements of fire prevention and safety information; minimal mechanical aptitude

Title: School Fire Safety Volunteer

Assists with contacting schools and delivering prevention presentations for to schools to increase their safety, conducts school fire safety inspections and witness school evacuation drills upon request

Qualifications: Possess good phone skills, good public speaking skills and follow-up ability to learn elements of fire prevention and safety information

Title: Special Events Volunteer

During special events staff information booths, department programs, activities and other duties

Qualifications: Must have an outgoing personality, be comfortable working with a diverse population and possess the ability to get along with people

Note: Training will be provided

Title: Station Tour Guide

Conducts citizen and students tours of Fire Stations

Qualifications: Outgoing personality, must be comfortable working with a diverse population and possess the ability to get along with people, must be able to work independently, multi-lingual consistent with demographics of the community desired, although not required

CATEGORY: SUPPORT SERVICES / EMERGENCY INCIDENT

Note: All positions in this category shall have passed IS 200 or equivalent

Subcategory: Command Staff

Title: Crisis Intervention Volunteer

Provide crisis intervention and counseling to community members during and following significant incidents

Qualifications: Applicable para-professional training in crisis intervention

Title: Information Officer Support Volunteer

Provides support to the Information Officer in assembling and disseminating incident-specific information; may include presentation of current information to community groups, collections of local intelligence to report back to Command

Qualifications: Ability to read and write English proficiently, basic computer word processing skills are required. ICS 220-2 suggested

Subcategory: General Staff - Logistics

Title: Facilities Unit Volunteer

Assist the Facilities Unit Leader in the maintenance and operation of incident facilities, including clerical support

Qualifications: Basic knowledge of principles of sanitation; experience with light carpentry, plumbing, etc

Title: Food Unit Volunteer

Assists with procuring supplies food and beverage service for the incident, including remote locations and to personnel unable to leave their position of tactical field assignment

Qualifications: Knowledge of local purchasing and supply restrictions and requirements; knowledge of current nutritional and Public Health guidelines for emergency workers; ability to complete detailed reporting requirements

Title: Ground Support Volunteer

Assist the Ground Support Unit Leader in the receiving and distribution of supplies to the incident, including transportation of personnel; may include participation in Traffic Plan enforcement; may assist with demobilization process

Qualifications: Appropriate level of California Driver's License; knowledge of local area

Title: IT Technical Volunteer (Field)

Assist the Communications Unit Leader with the design, deployment, maintenance and collection of Information Technology equipment, including radios, computers, printers, and network equipment

Qualifications: Extensive background in networks, computers, cabling technology, radios and other equipment, including theory of operation and troubleshooting

Title: Messenger Volunteer

Provide assistance in the Message Center, taking and distributing messages throughout the incident

Qualifications: Ability to read and write English and possession of a current driver's license

Title: Radio Operator Volunteer

Assist the Incident Communications Manager in the set-up and operation of radios and the Incident Communications Unit

Qualifications: Knowledge of theory and operations of Fire Service Communications, radios and radio systems

Title: Responder Rehabilitation Volunteer

Provides support to Medical Unit Leader in the deployment and operation of the Rehab Facility; may perform certain tasks within the facility if trained; assist with set-up and break-down of facility

Qualifications: Knowledge of principles of operation of a Rehab Operation; experience with deliver of Emergency Medical Services is helpful

Title: Security Volunteer

Under direction of the Facilities Unit Leader, may assist with the provision of security needs to safeguard personnel and property from loss or damage at the incident

Qualifications: Any experience of training in law enforcement and/or private security industry; ability of sight, hearing and mobility a must

Title: Supply Unit Volunteer

Supports and assists the Supply Unit Leader in ordering, receiving and storing of supplies for an incident

Qualifications: Experience in Warehouse and/or procurement settings preferred

Subcategory: General Staff - Operations

Title: Staging Area Volunteer

Assists Staging Area Manager with set-up and operation of Staging Area; provides messenger service for same

Qualifications: Good knowledge of local area, possession of a current driver's license required and working knowledge of local mutual aid procedures required

Subcategory: General Staff - Planning

Title: Check-In/Status Recorder Volunteer

Assists the Resource Unit Leader by performing the Check-in/Status Recorder tasks as outlined on ICS 420-1

Qualifications: Knowledge of area resources required; ability to use a check-in and tracking system to assure that resources are accounted for

Title: Damage Inspection Team Volunteer

Provides clerical assistance to the Damage Inspection Technical Specialist; documentation of inspection of damaged and potentially damaged properties, including infrastructure, environmental, transportation and improved properties

Qualifications: Proficient in word processing and other office skills required; ability to work with public a must

Title: Display Processor Volunteer

Responsible for the display of incident status information obtained from Field Observers, resource status reports, aerial and orthography photographs and infrared data

Qualifications: Ability to utilize networked and stand-alone computers and associated software; ability to read and interpret reports from the field units

Title: GIS Technical Volunteer (Field)

Assist in the collection, display, interpretation and dissemination of spatial information

Qualifications: Experience in working with multiple GIS software programs, plotters, printers and other electronic equipment. Good organizational skills and ability to use various computer databases

Title: Weather Spotter

Provides updated weather observations to the Planning Section and maintains contact with local NOAA National Weather Service office

Qualifications: Designation as an NWS “Weather Spotter”, ability to read and write English proficiently, knowledge of local weather and micro-climates

CATEGORY: SUPPORT SERVICES / NON-EMERGENCY

Title: Facility Extinguisher Maintenance

Assists with providing fire extinguisher maintenance services consistent with current State Fire Marshal license to agency-owned equipment and facilities

Qualifications: Minimum qualifications include a Type L (Limited) license. This is a class of license, limited to public or private entities that are not engaged in the business of servicing fire extinguishers and which only maintain their own portable fire extinguishers. A Type L licensee may only perform maintenance of stored pressure dry powder and dry chemical fire extinguishers, water type and wet chemical type fire extinguishers and external annual maintenance of halogenated agent and carbon dioxide fire extinguishers.

Title: Mechanics Assistant

Light mechanics and parts driver

Qualifications: Possession of valid driver’s license; knowledge of and aptitude for light automotive mechanics

Title: Training Site Support

Security, site set-up and knock down

Qualifications: Physical ability to lift at least 25lbs; ability to bend, squat, kneel, stretch; posses senses which would ensure your personal safety in a training ground environment, where you would be subject to the elements, loud noises, smoke heavy machinery, ladders, etc (sight, hearing, smell)

Title: Warehouse Operations Volunteer

Provide support in inventory control and deliver of supplies

Qualifications: Experience in Warehouse and/or procurement settings preferred

CATEGORY: TRAINING

Title: Adjunct Faculty

Assist in the delivery of specific subject matter based on the volunteer’s area of expertise

Qualifications: Possess knowledge of adult learning concepts, instructional design and/or delivery experience, and subject-matter expertise

Title: Audio/Visual Support

Assist the training officer, guest instructors, lecturers, and presenters with setting up multimedia presentations and videos.

Qualifications: Knowledge of computers and presentation software. Ability to interface computers with P/C projector, audio systems, and VCR and/or DVD players. Ability to develop slide presentations, such as PowerPoint, and to add graphics, photographs, video clips, documents and maps to enhance the presentation.

Title: Course Support

Assist in the scheduling of departmental training activities; maintain training “master” calendar, schedule training classrooms and drill grounds

Qualifications: Ability to use personal computers and standard software applications such as: Word, Access and Excel

Title: Department Librarian

Catalog and maintain inventory of training materials such as textbooks, magazines, training manuals, instructional materials and other media

Qualifications: Use of personal computers and data base programs, ability to communicate effectively verbally and in writing; ability to categorize and supervise storage

Title: E-Learning Specialist

Assists with the development and delivery of on-line learning programs, the development of home pages and Internet files, interacts with various divisions to ascertain appropriate information to place on the Internet

Qualifications: Must possess above average knowledge of computer systems, on-line learning design and deliver methodologies pertaining to the Internet and HTML

Title: Fire Training Role Player

Assist the Training Officer in providing training to Departmental personnel and the public as a role player

Qualifications: Must have an outgoing personality and be available to work various hours of the day

Title: Language Instructors, Tutors and Interpretive Services

Provide classes or personal tutoring in basic language instruction appropriate for the make-up of you jurisdiction to employees

Qualifications: Ability to speak read and write English and a second language that is appropriate for the demographics of the jurisdiction and the ability to impart knowledge to others. Previous teaching experience preferred, but not required

Title: Records Management

Assist in the maintenance of training records

Qualifications: Ability to use personal computers and standard software applications such as Word, Access and Excel and others; good organizational skills; knowledge of reimbursement procedures for Cal-Jac and office of education ADA accounting requirements

Title: Training Materials Publisher

Create training programs and curricula, student materials, training brochures, course catalog and marketing brochures

Qualifications: Knowledge of desktop publishing and graphic design methodologies, proficient in Publisher, Photoshop, CorelDraw, instructional design and presentation software

Sample I.D. Card

Activate this PDF file to view a sample of the I.D. Card that your agency may wish to utilize for your Fire Corps Volunteers.



Fire Corps-in-a-Box: Templates

PRESS RELEASE

Fire Corps Program Comes to [Anytown fire department]

[Yourtown, CA] [Date]: Representatives from community organizations, nonprofits, faith-based organizations, city agencies and emergency preparedness and response organizations are invited to attend a community meeting to discuss the creation of a Fire Corps. The meeting will be held on [Date and time], at [the Yourtown Community Center], [1234 Broadway, Anytown], [cross street is Martin Luther King Blvd]. Parking is [available – call (555) 123-4567]. The meeting is being convened by [Anytown Chamber of Commerce]. To RSVP, or for more information, please call [George DepartRep, (510) 555-1234].

Fire Corps is the component of the California Citizen Corps that focuses on opportunities for people across the country to make their families, homes, and communities safer from the threats of terrorism, crime, and disasters of all kinds. Fire Corps allows members of the community of volunteer at their local fire department bringing the knowledge, skills and abilities of our citizens to help the entire community. Fire Corps brings together a community's first responders, firefighters, emergency health care providers, and emergency managers with its volunteer resources.

The meeting will be an opportunity to bring together the leaders and participants from existing community programs. “[This is the greatest thing in the whole world!!! But you should use a real quote!!!]”, said [Janet Friendly, local business owner].

Event: [Meeting To Institute a Fire Corps]

Date & Time: [Thursday, March 11, 2004 at 7 pm]

Location: [1234 Broadway, Anytown], [cross street is Martin Luther King Blvd]

RSVP/Contact: [George DepartRep, (510) 555-1234]

[Anytown Fire Department] Forms Fire Corps

[Anytown, CA] [November 6, 2003]: Representatives from several local community organizations, nonprofits, faith-based organizations, city agencies and emergency preparedness and response organizations met on [November 5th] at [American Legion Hall #1234] and decided to form a Fire Corps. Participants in this decision-making process included [Adam Simth, Fire Chief], [George Citizen, or the Anytown Chamber of Commerce], and [Jackie Citizen, Community Representative].

Fire Corps is the component of the California Citizen Corps that focuses on opportunities for people across the state to make their families, homes, and communities safer from the threats of terrorism, crime, and disasters of all kinds. Fire Corps allows members of the community of volunteer at their local fire department bringing the knowledge, skills and abilities of our citizens to help the entire community. Fire Corps brings together a community's first responders, firefighters, emergency health care providers, and emergency managers with its volunteer resources.

The formation of the [Anytown] Fire Corps creates an opportunity for the citizens from the entire community to share resources, strengthen their existing programs and encourage the whole community to become safer and more prepared. “[This is the greatest thing in the whole world!!! But you should use a real quote!!!]”, said [Janet Friendly, local business owner].

To participate or find out more information on further meetings and plans, please call [Janet Citizen, President] at [(510) 555-1234] or visit the Fire Corps Website at <http://www.firecorps.org/> or [www.YourWebSite.com]

Emergency Preparedness and Response Gets a Boost in Our Community

Dear Editor,

I'm very pleased to announce that [Anytown] has decided to form a Fire Corps. Fire Corps is the component of the California Citizen Corps that focuses on opportunities for people across the country to make their families, homes, and communities safer from the threats of terrorism, crime, and disasters of all kinds. Fire Corps allows members of the community to volunteer at their local fire department. Fire Corps brings together a community's first responders, firefighters, emergency health care providers, law enforcement, and emergency managers with its volunteer resources. By forming a Fire Corps, our Fire Department, community leaders and participants from existing community safety, preparedness and response programs will be able to share resources, strengthen their existing programs and encourage the whole community to become safer and more prepared. "[This is the greatest thing in the whole world!!! But you should use a real quote!!!]", said [Janet Friendly, local business owner].

We want to encourage representatives from all organizations engaged in any aspect of making our community safer and more prepared to join us in this exciting opportunity. [Janet Citizen], [George Citizen, or the Anytown Chamber of Commerce], and [Luis Ciudadano of United Seniors of Anytown], have already joined this initiative. If you are interested in participating or sponsoring a meeting, please call [Janet Citizen, President] at [(510) 555-1234]. Or you can visit us at <http://www.firecorps.org/> or [www.YourWebSite.com]

Signed,

[Janet Citizen]

[Anytown Fire Corps]

[(510) 555-1234 note: you must include your phone number on a press release for confirmation]

LETTER TO COUNCILMEMBER

[October 15, 2003]

[Councilmember Sam Eagle]
[123 Downtown Street]
[Charmingville, CA, 12345]

Dear [Councilmember Eagle],

As an elected official, I know that you are concerned about the ability of our residents, community agencies and businesses to interact with our responders and assist in creating a stronger service. I am writing to inform you of our intention to form a local Fire Corps in our community and ask for your support.

Fire Corps is the component of the California Citizen Corps that focuses on opportunities for people across the country to make their families, homes, and communities safer from the threats of terrorism, crime, and disasters of all kinds. Fire Corps allows members of the community of volunteer at their local fire department bringing the knowledge, skills and abilities of our citizens to help the entire community. Fire Corps brings together a community's first responders, firefighters, emergency health care providers, and emergency managers with its volunteer resources. The formation of the [Anytown] Fire Corps creates an opportunity for the citizens from the entire community to share resources, strengthen their existing programs and encourage the whole community to become safer and more prepared

Again, thanks for your anticipated support and for your partnership in this important endeavor. I welcome the opportunity to discuss this matter in more detail with you or your staff. If you have any questions at all, I can be reached at [(555) 123-4567]. Thank you very much for your support.

Sincerely,

[George Citizen, Fire Chief]
[999 Beautiful Avenue]
[Charmingville, CA 12345]
[(123) 456-7890]
[GCitizen@goodsamaritan.com]

EXAMPLES OF E-MAILS FOR SUPPORT AND INFORMATION

To Friends

Friends,

I have been looking for ways to help my community be better prepared to handle disasters and assist our local fire service. I now have a way to make a difference. I'd like to organize a Fire Corps that would allow us to volunteer our time and efforts performing all types of tasks at our fire department. I believe that an organized and engaged community provides a safe haven for all of its residents. I am having a small meeting at [my house] on [Thursday, October 23rd at 7:00pm]. Can you join us?

Sincerely ,

[George Citizen, President]
[Charmingville Homeowners Association]
[999 Beautiful Avenue]
[Charmingville, CA 12345]
[Phone: 510-555-1234]
[Fax: 510-555-6789]

To Local Business

Dear Business Partner,

A prepared community is a safe community. I am looking for a few people to join me in supporting our fire department. This is a local initiative of a federal program designed to help communities become more prepared and involved. Our Fire Department wants our assistance and input. They are looking for volunteers in a number of different areas. Please join me at their next meeting on [Tuesday, November 5th], at [the local fire station] to find out how you can help. Your input will make a valuable difference to the community. Please e-mail me back with a reply.

Sincerely,

[Janet Chief, Fire Chief]
[Charmingville Fire Department]
[999 Beautiful Avenue]
[Charmingville, CA 12345]
[Phone: 510-555-1234]
[Fax: 510-555-6789]

To Religious Leaders

Dear [Reverend Joseph Friendly],

September 11th, 2001 was a major turning point in our country. I have been asking: what can I do to help? I was referred to the Fire Corps website (<http://www.firecorps.org/>) which has given me different opportunities for volunteerism and ways to mobilize our community. I'd like to meet with you to discuss how we can engage our congregation in participating in our fire department. Would [Tuesday or Thursday at 10:00 am] work for you? I look forward to your reply.

Sincerely,

[Janet Citizen]
[999 Beautiful Avenue]
[Charmingville, CA 12345]
[Phone: 510-555-1234]
[Fax: 510-555-6789]

To Community Leaders

Friends,

A prepared community is a safe community. To this end, I am asking you to help me in developing a Fire Corps at our local fire department. Fire Corps is a federal program designed to help communities become more prepared, and involved. Your involvement as community leaders will be highly valued. Please join me at a town meeting on [Tuesday, November 5th], at [the local fire station] from [7 pm to 8 pm] to find out how you can help. Your input will make an important difference to the community. Please e-mail me back with a reply.

Sincerely,

[George Citizen, President]
[Charmingville Homeowners Association]
[999 Beautiful Avenue]
[Charmingville, CA 12345]
[Phone: 510-555-1234]
[Fax: 510-555-6789]

Fire Corps-in-a-Box

Guidelines

What is Citizen Corps?

Citizen Corps, a vital component of the USA Freedom Corps, was created to help coordinate volunteer activities that will make our communities safer, stronger and better prepared to respond to any emergency situation. It provides opportunities for people to participate in a range of measures to make their families, their homes, and their communities safer from the threats of crime, terrorism, disasters and emergencies of all kinds.

Citizen Corps programs build on the successful efforts that are in place in many communities around the country to prevent crime and respond to emergencies. Programs that started through local innovation are the foundation for Citizen Corps and this national approach to citizen participation in community safety.

Citizen Corps is coordinated nationally by the Department of Homeland Security (DHS). In this capacity, DHS works closely with other federal entities, state and local governments, and the White House Office of the USA Freedom Corps. In California, Citizen Corps is coordinated by the California Service Corps (CSC). The CSC works closely with the DHS and California's Office of Homeland Security, Governor's Office of Emergency Services, local governments, first responders, emergency managers, and the volunteer and service community to coordinate California's Citizen Corps Program.

The Citizen Corps Program is currently composed of six programs:

Fire Corps;
Citizen Corps Councils;
Community Emergency Response Team (CERT);
Neighborhood Watch Program;
Volunteers in Police Service; and, the
Medical Reserve Corps.

[Fire Corps](#) promotes the use of citizen advocates to enhance the capacity of resource-constrained fire and rescue departments at all levels: volunteer, combination, and career. Citizen advocates can assist local fire departments in a range of activities including fire safety outreach, youth programs, and administrative support. Fire Corps provides resources to assist fire and rescue departments in creating opportunities for citizen advocates and promotes citizen participation. Fire Corps is funded through DHS and is managed and implemented through a partnership between the National Volunteer Fire Council, the International Association of Fire Fighters, and the International Association of Fire Chiefs. To find a Fire Corps program in your area [search this database](#). Go to the national Fire Corps website.

[Citizen Corps Councils](#) help drive local citizen participation by coordinating Citizen Corps programs, developing community action plans, assessing possible threats and identifying local resources. To find a Citizen Corps Council in your area [search this database](#). Go to the national Citizen Corps website.

The **[Community Emergency Response Team \(CERT\) Program](#)** educates people about disaster preparedness and trains them in basic disaster response skills, such as fire safety, light search and rescue, and disaster medical operations. Using their training, CERT members can assist others in their neighborhood or workplace following

an event and can take a more active role in preparing their community. [Search the current database](#), which lists the CERT programs in California. Go to the national CERT program website.

An expanded [Neighborhood Watch Program](#) incorporates terrorism awareness education into its existing crime prevention mission, while also serving as a way to bring residents together to focus on emergency preparedness and emergency response training. To find a Neighborhood Watch Program in your area [search this database](#). Go to the national Neighborhood Watch Program website.

[Volunteers in Police Service \(VIPS\)](#) works to enhance the capacity of state and local law enforcement to utilize volunteers. VIPS serves as a gateway to resources and information for and about law enforcement volunteer programs. To find a VIPS program in your area [search this database](#). Go to the national VIPS website.

The [Medical Reserve Corps Program](#) strengthens communities by helping medical, public health and other volunteers offer their expertise throughout the year as well as during local emergencies and other times of community need. Medical Reserve Corps volunteers work in coordination with existing local emergency response programs and also supplement existing community public health initiatives, such as outreach and prevention, immunization programs, blood drives, case management, care planning, and other efforts. To find a Medical Reserve Corps in your area [search this database](#). Go to the national Medical Reserve Corps website.

To learn more about Citizen Corps, please review the accompanying PowerPoint presentation.

Contacting Government Officials

Your local government officials are an important resource in community action, organization, and preparedness. The websites below provide internet search engines and directories dedicated to local and national government contact information. Neither CARD nor GOSERV has any connection to any of these services, and these references are provided only as options. Be advised that these directories may have some outdated information, at least temporarily.

U.S. Senate:

http://www.senate.gov/general/contact_information/senators_cfm.cfm?State=CA

U.S. House of Representatives:

http://www.house.gov/house/MemberWWW_by_State.html#ca

California State Senate:

<http://www.sen.ca.gov/~newsen/senators/senators.htm>

Official City Websites:

http://www.cacities.org/cities_online/cities_online.asp

Websites for State and Local Officials:

<http://www.statelocalgov.net/state-ca.htm>

California Legislature:

<http://www.congress.org/congressorg/dbq/officials/directory/directory.dbq?command=statedir&state=CA>

Local Officials:

http://www.congress.org/congressorg/officials/localsearch/alpha/?search_type=alpha&state=CA

Advice on Contacting Government Officials:

http://www.dca.ca.gov/r_r/elected1.htm

General Government Search Engine:

<http://www.google.com/unclesam>

MEDIA PARTNERSHIPS

Media professionals are dedicated emergency responders. Whether they are covering wars or reporting on the aftermath of earthquakes, fires and floods, they are essential players in the world of emergency response. It takes a bit more effort to engage media professionals in covering disaster preparedness and community planning activities. The time and energy spent is quite worthwhile. Below are some suggestions on ways to engage your local media representatives in supporting your preparedness programs and initiatives.

Find out what they want

Many reporters have particular ‘beats’ or topics they cover. The majority of media outlets have a particular style they follow and a particular audience they are focused on reaching. Do a little research to find out what your local media professionals are looking for, **BEFORE** you bombard them with requests, suggestions and unwanted press releases.

Give them what they want, when they need it

Follow the guidance they give you on the angle of the story. Find out how they need the information – whether they need it sent via email, fax, camera ready, etc. Triple check your information to ensure accuracy. Be respectful of their time and their deadlines. Establish yourself as a credible source for community preparedness information.

Choose the right medium for the right story

If your activity or story has no interesting visuals, consider targeting print (newspapers, magazines, newsletters, etc.), rather than television. If your project has activity or features children, animals, interesting people, and other eye-catching elements, then perhaps television would be a better target than radio.

Look for interesting angles and the ‘real’ story

While disasters generate immediate attention, a preparedness program needs more help to capture the attention of media professionals. Highlight the human interest or community success aspect of your preparedness program. Sometimes interest is generated because of the number of the participants or the uniqueness of the people involved. For example – if every single person in a small town took a CERT training, that alone would be newsworthy. If a scout troop initiates a preparedness program, their youth would be the interesting angle.

When Alerting and Warning Sirens were simultaneously tested in 3 cities in Alameda County California, local media representatives provided massive coverage. They did this **AFTER** they were informed of what could possibly happen if hundreds of residents or visitors suddenly heard many sirens going off all over town. The siren testing alone was not an interesting story. People being afraid, triggering medical emergencies and overwhelming the 911 systems was the interesting and newsworthy angle. Don’t forget to use the anniversaries of disasters and emergencies happening in other locations as possible tie-ins for your preparedness story. Engage the media in recognizing the preparedness programs and in acknowledging the heroes who make the programs successful!

FINDING MEDIA CONTACTS

Finding contact information for your local media is an important part of getting your information out. Listed below are some of the resources that can help you find that information. Look in your phonebook or online to find listings of your local newspapers, radio and television stations.

All media

http://www.prplace.com/mds_guide/index.htm

<http://www.mediamap.com/>

<http://www.greenmediatoolshed.org/toolstour/MediaContactDatabase.html>

<http://newslink.org/>

Newspapers

<http://www.gebbieinc.com/daily/ca.htm>

<http://www.ipl.org/div/news/browse/US.7007157/>

<http://www.newzcentral.com/>

Television

<http://www.gebbieinc.com/tv/ca.htm>

<http://www.tvradioworld.com/region1/ca/tv.asp?m=sal>

<http://www.externalharddrive.com/television/index.html>

Radio

<http://www.gebbieinc.com/radio/ca.htm>

<http://www.qsl.net/g3yrc/radio-online/USA/California.htm>

Fire Corps Job Descriptions Matrix Appendix A

This matrix is intended to offer support to local fire agencies by providing basic job descriptions for the Fire Corps program. Any agency can customize the specifics based on individual needs.

Category: Administration

Title	Description	Qualifications	Training	Security Check	Mutual Aid
Account Clerk Volunteer	Accounting, bookkeeping, data entry, account receivables, customer service	Related work experience and knowledge of basic bookkeeping and accounting principles; basic knowledge of Microsoft Excel and Word	Agency specific	Recommended	N/A
Accreditation Support	Assists with the provision of accreditation support to the Fire Chief and Executive Staff . ie: during the IAFC self assessment process or other local/regional accreditation process.	Ability to read and write English proficiently, basic computer word processing skills are required	Specific training on fire accreditation available through IAFC. Other specific to accreditation authority.	Recommended	N/A
Administrative Assistant Volunteer	Office management, scheduling, meeting facilitator, meeting coordination, research, report writing, document proof-reading	Related work experience, good customer service skills, good writing and public speaking skills, self starter, accomplishes work assignments with limited supervision	Agency specific	Recommended	N/A
Archivist	Compile photos, news clippings, video, audio, historical items and other items and archive in binders, storage facilities, data files, etc	Good organizational skills and ability to use computer databases	Agency specific	Optional	N/A
Budget Analyst Volunteer	Assists in the analysis and preparation of budgets and related documents.	Knowledge of: Principals, practices, methods and terminology used in public accounting and budgeting.	Agency specific	Recommended	N/A
Critical Incident Stress Management Volunteer	Provide CISM counseling to fire department members following significant incidents	Must be licensed mental health professional with background or coursework in CISM or may be Chaplain with coursework in CISM	Trained specifically in critical incident stress debriefing for emergency responders and in possession of necessary license(s).	Recommended	N/A

Fire Historian Volunteer	Researches history of fire service and fire service operations in the community; may develop displays for museums or fire stations of a historical nature; gather information and display materials of historical significance	Able to conduct research and documentation of fire service history		Optional	N/A
Fire Museum Docent	Display at public museums. Describes historical fire operations and uses of equipment on display	Ability to communicate orally and describe operations; familiarity with historical operations, outgoing personality and possesses good public speaking skills	Agency specific	Required if working with children	N/A
Fundraiser Coordinator	Schedule, promote, organize and direct fundraising activities	Marketing/advertising skills and experience, outgoing, affable personality, organized and can work unsupervised; good communication skills; self starter	Agency specific	Recommended	N/A
GIS Administrative Support	Prepare of GIS mapping and pre-plan documents and distribution; maintain map books for engine companies/Operations Division; track fire inspection workload and pre-fire planning; input information into GIS data systems	Knowledge of Computer Aided Drawing (CAD), experience with GPS devices and Geographic Information Systems	GIS training	Recommended	N/A
Grant Writer	Search for grants, write grant applications, assist with grant management	Related work experience; good writing skills	Agency specific	Recommended	N/A
Human Resources Volunteer	Assists in managing human resources, may include benefit coordination, recruitment and retention programs.	Knowledge of human resource management principles, M.O.U. compliance, negotiation skills, recruitment and testing and personnel rules and regulations	Agency specific, Red Cross HR Supervision	Recommended	N/A
IT Specialist	Computer systems set-up, diagnosis and repair, internet savvy, knowledge of networks, website set-up and maintenance Note: This position has connectivity to multiple categories (i.e. Support, Outreach)	Any combination of education and experience that would provide the knowledge and skills necessary to carry out the above duties	Agency specific	Recommended	N/A
Newsletter Editor	Assists with interviews, creates articles using word processor for newsletters for audiences such as residences, department staff and others	Outgoing personality, ability to communicate effectively verbally and in writing, good computer skills required	Agency specific	Recommended	N/A
Office Volunteer	Answer phone, front desk customer service, filing, word processing, run errands, general	Good phone and communication skills, quick learner, basic computer skills	Agency specific Red Cross, Volunteer	Recommended	N/A

	office duties		Management		
Photographer/ Videographer	Photograph special events and department events and emergency incidents, if qualified Note: Can support multiple areas/categories	Must have access to appropriate equipment, knowledge of digital camera and/or video and various lenses. Supplies may be provided by the department	Agency specific	Recommended	N/A
Program Coordinator Volunteer	Assist in the coordination of various programs; announce current events for the evening as well as introduction of the speakers as well as keeping the class flowing smoothly	Must have an outgoing personality, enjoy speaking in public, run a classroom-like environment	Agency specific	Recommended	N/A
Public Relations Coordinator	Ombudsmen, outreach, may support multiple areas and categories	Organized and can work unsupervised; good communication skills; professional in appearance and approach; problem solver; sensitive to a diverse community with diverse issues; self starter	Agency specific Red Cross, Public Affairs I	Recommended	N/A
Special Events Coordinator	Schedule, promote, organize and direct special events	Organized and can work unsupervised; good communication skills; self starter	Agency specific	Required if working with children	N/A
Vintage Fire Apparatus Restoration Volunteer	Restoration of vintage apparatus for historical, educational and special event value; research and locate necessary parts; perform repair work and schedule necessary outside work and donations	Mechanical aptitude and interest	Agency specific	Optional	N/A

Category: Fire Prevention

Title	Description	Qualifications	Training	Security Check	Mutual Aid
Abandoned Vehicle / Weed Abatement Program Volunteer	Inspect private and public lands to ensure compliance with local ordinances relative to noxious weeds, vegetation and abandoned vehicles	Knowledge of local fire code and ordinances, customer service skills, valid driver's license, and good driving record	Internal training specific to agency operations	Recommended	N/A
Customer Service Representative	Greet clients, assist with the completion of standard forms; assist with processes and issues permits, phones, filing, word processing, run errands, general office duties	Good customer service skills, knowledge of building, inspection and burn permit procedures, knowledge of standard office software applications such as Word, Excel and Access	Agency specific	Recommended	N/A
Fire Safe Clearance Inspector Volunteer (Wildland Interface)	Conduct inspections of public facilities and private residence to ensure adequate fire clearances in the urban Wildland interface areas	Knowledge of local fire code and ordinances, customer service skills, valid driver's license, and good driving record	Agency specific	Recommended	N/A
Commercial Fire Prevention Volunteer	Contacts businesses to provide fire prevention information, checks to see that businesses are in compliance with fire codes prior to official inspections	Outgoing personality with excellent speaking skills, ability to learn commercial fire prevention tips and awareness of fire code violations, good follow-through skills	Agency specific	Recommended	N/A
Construction Volunteer	Constructs props for training and public education programs	Carpentry skills.	Agency specific	Recommended	N/A
Fire Lobby Greeter	Assists citizens and visitors by directing customers to the appropriate service areas, answer simple questions to assist the public at the front counter and phone inquiries	Must have an outgoing personality, be patient and comfortable working with a diverse population and possess the ability to get along with people, multi-lingual consistent with demographics of the community desired, although not required	Agency specific	Recommended	N/A
Home Fire Safety Volunteer	Contacts residents and offers fire prevention tips for making the residence safer, conducts home smoke alarm tests and installations upon request	Possess good phone skills, good public speaking skills and follow-up ability to learn elements of fire prevention and safety information; minimal mechanical aptitude	Agency specific	Recommended	N/A

School Fire Safety Volunteer	Contacts schools and deliver prevention presentations for assisting schools safer, conducts school fire safety inspections and witness school evacuation drills upon request	Possess good phone skills, good public speaking skills and follow-up ability to learn elements of fire prevention and safety information	Agency specific	Required when contacting children	N/A
Special Events Volunteer	During special events staff information booths, department programs, activities and other duties	Must have an outgoing personality, be comfortable working with a diverse population and possess the ability to get along with people	Agency specific	Required when contacting children	N/A
Station Tour Guide	Conducts citizen and students tours of Fire Stations	Outgoing personality, must be comfortable working with a diverse population and possess the ability to get along with people, must be able to work independently, multi-lingual consistent with demographics of the community desired, although not required	Agency specific	Required when contacting children	N/A

Category: Support Services: Emergency Incident

Title	Description	Qualifications	Training	Security Check	Mutual Aid
<u>Subcategory: Command Staff</u>					
Crisis Intervention Volunteer	Provide crisis intervention and counseling to community members during and following significant incidents	Applicable para-professional training in crisis intervention	ICS 200 Specific to function	Recommended	Available
Information Officer Support Volunteer	Provides support to the Information Officer in assembling and disseminating incident-specific information; may include presentation of current information to community groups, collections of local intelligence to report back to Command	Ability to read and write English proficiently, basic computer word processing skills are required	ICS 200 S-403 Or equivalents	Recommended	Available
<u>Subcategory: General Staff - Logistics</u>					
Facilities Unit Volunteer	Assist the Facilities Unit Leader in the maintenance and operation of incident facilities, including clerical support	Basic knowledge of principles of sanitation; experience with light carpentry, plumbing, etc	ICS 200 I-354 Or equivalents	Recommended	Available
Food Unit Volunteer	Supplies food and beverage service for the incident, including remote locations and to personnel unable to leave their position of tactical field assignment	Knowledge of local purchasing and supply restrictions and requirements; knowledge of current nutritional and Public Health guidelines for emergency workers; ability to complete detailed reporting requirements	ICS 200 I-357 Red Cross, Mass Care & Feeding Program Or equivalents	Recommended	Available
Ground Support Volunteer	Assist the Ground Support Unit Leader in the receiving and distribution of supplies to the incident, including transportation of personnel; may include participation in Traffic Plan enforcement; may assist with demobilization process	Appropriate level of California Driver's License; knowledge of local area	ICS 200 I-355 Or equivalents	Recommended	Available
IT Technical	Assist the Communications Unit Leader	Extensive background in networks,	ICS 200	Recommended	Available

Volunteer (Field)	with the design, deployment, maintenance and collection of Information Technology equipment, including radios, computers, printers, and network equipment	computers, cabling technology, radios and other equipment, including theory of operation and troubleshooting	Or equivalent		
Messenger Volunteer	Provide assistance in the Message Center, taking and distributing messages throughout the incident	Ability to read and write English and possession of a current driver's license	ICS 200 Or equivalent	Recommended	Available
Radio Operator Volunteer	Assist the Incident Communications Manager in the set-up and operation of radios and the Incident Communications Unit	Knowledge of theory and operations of Fire Service Communications, radios and radio systems	ICS 200 I-358 Or equivalents	Recommended	Available
Responder Rehabilitation Volunteer	Provides support to Medical Unit Leader in the deployment and operation of the Rehab Facility; may perform certain tasks within the facility if trained; assist with set-up and break-down of facility	Knowledge of principles of operation of rehabilitation of emergency responders during operations; experience with delivery of Emergency Medical Services is desirable	ICS 200 Or equivalent	Recommended	Available
Security Volunteer	Under direction of the Facilities Unit Leader, may assist with the provision of security needs to safeguard personnel and property from loss or damage at the incident	Any experience of training in law enforcement and/or private security industry; ability of sight, hearing and mobility a must	ICS 200 I-259 Or equivalents	Recommended	Available
Supply Unit Volunteer	Supports and assists the Supply Unit Leader in ordering, receiving and storing of supplies for an incident	Experience in Warehouse and/or procurement settings preferred	ICS 200 I-356 Red Cross Logistics Or equivalents	Recommended	Available
<u>Subcategory: General Staff - Operations</u>					
Staging Area Volunteer	Assists Staging Area Manager with set-up and operation of Staging Area; provides messenger service for same	Good knowledge of local area, possession of a current driver's license required and working knowledge of local mutual aid procedures required	ICS 200 I-236 Or equivalents	Recommended	Available
<u>Subcategory: General Staff - Planning</u>					

Check-In/Status Recorder Volunteer	Assists the Resource Unit Leader by performing the Check-in/Status Recorder tasks as outlined on ICS 420-1	Knowledge of area resources required; ability to use a check-in and tracking system to assure that resources are accounted for	ICS 200 I-248 Local mutual aid plan Or equivalents	Recommended	Available
Damage Inspection Team Volunteer	Provides clerical assistance to the Damage Inspection Technical Specialist; documentation of inspection of damaged and potentially damaged properties, including infrastructure, environmental, transportation and improved properties	Proficient in word processing and other office skills required; ability to work with public a must	ICS 200 American Red Cross Damage Assessment Or equivalents	Recommended	Available
Display Processor Volunteer	Responsible for the display of incident status information obtained from Field Observers, resource status reports, aerial and orthography photographs and infrared data	Ability to utilize networked and stand-alone computers and associated software; ability to read and interpret reports from the field units	ICS 200 S-245 Or equivalents	Recommended	Available
GIS Technical Volunteer (Field)	Assist in the collection, display, interpretation and dissemination of spatial information	Experience in working with multiple GIS software programs, plotters, printers and other electronic equipment. Good organizational skills and ability to use various computer databases	ICS 200 Or equivalent GIS	Recommended	Available
Weather Spotter	Provides updated weather observations to the Planning Section and maintains contact with local NOAA National Weather Service office	Designation as an NWS “Weather Spotter”, ability to read and write English proficiently, knowledge of local weather and micro-climates	ICS 200 Or equivalent National Weather Service, Weather Spotter training	Recommended	Available

Category: Support Services, Non Emergency

Title	Description	Qualifications	Training	Security Check	Mutual Aid
Facility Extinguisher Maintenance	Assists with providing fire extinguisher maintenance services consistent with current State Fire Marshal license to agency-owned equipment and facilities	Minimum qualifications include a Type L (Limited) license. This is a class of license, limited to public or private entities that are not engaged in the business of servicing fire extinguishers and which only maintain their own portable fire extinguishers. A Type L licensee may only perform maintenance of stored pressure dry powder and dry chemical fire extinguishers, water type and wet chemical type fire extinguishers and external annual maintenance of halogenated agent and carbon dioxide fire extinguishers.	SFM Certified	Recommended	N/A
Mechanics Assistant	Light mechanics and parts driver	Possession of valid driver’s license; knowledge of and aptitude for light automotive mechanics	Agency specific	Recommended	Available
Training Site Support	Site set-up and knock down, security	Physical ability to lift at least 25lbs; ability to bend, squat, kneel, stretch; possess senses which would ensure your personal safety in a training ground environment, where you would be subject to the elements, loud noises, smoke heavy machinery, ladders, etc (sight, hearing, smell)	Agency specific	Recommended	N/A
Warehouse Operations Volunteer	Provide support in inventory control and deliver of supplies	Experience in Warehouse and/or procurement settings preferred	Agency specific	Recommended	N/A

Category: Training

Title	Description	Qualifications	Training	Security Check	Mutual Aid
Adjunct Faculty	Assist in the delivery of specific subject matter based on the volunteer's area of expertise	Possess knowledge of adult learning concepts, instructional design and/or delivery experience, and subject-matter expertise	Specific to topic area	Recommended	N/A
Course Support	Assist in the scheduling of departmental training activities; maintain training "master" calendar, schedule training classrooms and drill grounds	Ability to use personal computers and standard software applications such as: Word, Access and Excel	Agency specific	Recommended	N/A
Fire Department Librarian	Catalog and maintain inventory of training materials such as textbooks, magazines, training manuals, instructional materials and other media	Use of personal computers and data base programs, ability to communicate effectively verbally and in writing; ability to categorize and supervise storage	Agency specific	Recommended	N/A
E-Learning Specialist	Develops and delivers on-line learning programs, assists in the development of home pages and Internet files, interacts with various units to ascertain appropriate information to place on the Internet	Must possess above average knowledge of computer systems, on-line learning design and deliver methodologies pertaining to the Internet and HTML	Agency specific	Recommended	N/A
Fire Training Role Player	Assist the Training Officer in providing training to Departmental personnel and the public as a role player	Must have an outgoing personality and be available to work various hours of the day	Agency specific	Recommended	N/A
Language Instructors, Tutors and Interpretive Services	Provide classes or personal tutoring in basic language instruction appropriate for the make-up of you jurisdiction to employees	Ability to speak, read and write English and a second language that is appropriate for the demographics of the jurisdiction and the ability to impart knowledge to others. Previous teaching experience preferred, but not required	Agency specific	Recommended	N/A
Records Management	Assist in the maintenance of training records	Ability to use personal computers and standard software applications such as Word, Access and Excel and others; good organizational skills; knowledge of reimbursement procedures for Cal-Jac and	Agency specific	Recommended	N/A

		office of education ADA accounting requirements			
Training Materials Publisher	Create training programs and curricula, student materials, training brochures, course catalog and marketing brochures	Knowledge of desktop publishing and graphic design methodologies, proficient in Publisher, Photoshop, CorelDraw, instructional design and presentation software	Agency specific	Recommended	N/A
Audio/Video Training Assistant	Set up audio visual equipment for training and education programs; Assist instructors with operation of audio and visual projection equipment	Knowledge of computer projectors, connectivity with computers, Power Point and other presentation software; DVD, CD, VHS, and other training presentation formats	Agency specific	Recommended	N/A

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