



Animal Branch Operations Center (ABOC) Job Aid

ABOC Planning Volunteer Impact Tech



Name: _____ Date: _____ Event: _____

* Use one Job Aid per shift. Document all details in the Tasks (Pending) and Notes Section.
Completed Job Aid will be reviewed at transfer of duties and maintained for future reference.

Time Done	
	OVERVIEW
	<p>The ABOC Volunteer Impact Technician (VI Tech) takes responsibility for NVADG volunteer response coordination and communication for Animal Branch Operations (ABO).</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> • Using Volunteer Impact to identify NVADG volunteers. • Using Google Forms and Excel to schedule volunteers. • Coordinating with the ABOC Planning Resource Unit Lead and Animal Branch Operations (ABO) Field Groups and Units to identify and track NVADG volunteers working or scheduled to work. • Requires administrative knowledge of Volunteer Impact and NVADG training requirements.
	POSITION OVERVIEW
	<ul style="list-style-type: none"> • This position performs NVADG Volunteer Impact search and communication. It requires administrative level access and advanced technical understanding of Volunteer Impact. • Working with Planning Resource Unit Leader, communicate with, schedule, track and follow up on all NVADG volunteers' schedules. • This position calls for understanding of the skills and training required for each ABO position.
	REPORTS TO
	ABOC Planning Resource Unit Lead
	WHO REPORTS TO
	PLANS & REPORTS – what you create
	<ul style="list-style-type: none"> • 207 Org Chart – assists • 204 Function Assignments – assists • Volunteer Impact reports • Master Staffing Spreadsheet – assists Resource Unit Lead
	FORMS & GUIDES
	<ul style="list-style-type: none"> • ABOC VI Tech Job Aid • Sign in sheets, electronic sign in app administrative level

	<ul style="list-style-type: none"> • ICS 214 Activity Log • ABO IAP • ABO Sit/Stat • Shelterly report of animals in Shelters and open/assigned Service Requests • WhatsApp posts about availability • Responses from volunteers using the Scheduling form / Sign-UP form • Job Aids for all positions to understand requirements and communicate with volunteers
TECHNOLOGY	
	<ul style="list-style-type: none"> • Cell phone • Volunteer Impact – Administrator credentials • Shelterly • Computer with internet • WhatsApp • Email • Excel staffing chart • Google workspace for sign up forms • Ring Central • Call-Em-All
RESOURCES	
	<ul style="list-style-type: none"> • ABO ICS 207 Org Chart • ABO ICS 204, Assignment List • Instructions on how to use Volunteer Impact Google Form Link for scheduling (In VI)
COORDINATE WITH	
	<ul style="list-style-type: none"> • Planning section Resource Unit Lead on number of personnel or supplies needed based on animal counts and Incident Action Plan. • NVADG Volunteer Impact Team • ABO Field Group and Unit Supervisors and Leads • NVADG staff, NVADG key people for general assistance regarding volunteer skills
ASSIGNMENTS	
	<ul style="list-style-type: none"> • Working in partnership with Resource Unit Lead, source, schedule and fill the 60+ personnel slots covering 35 functions of Animal Branch Operations. 80% of these positions are in non-evacuation areas. • NVADG volunteers will sign up for shifts via Scheduling form, link available in VI. Also Shelter staff will ask volunteers to use link to advise when they will return and for how long. • Pay attention to potential for new evacuations (more animals, need more volunteers) and repopulation (animals go home, need fewer volunteers). • Use Volunteer Impact Email and Text functions to communicate with all Active (“Accepted”) volunteers. Provide link and request they schedule arrival and location. • Schedule NVADG volunteers through Scheduling forms, Volunteer Impact, WhatsApp and individual texts and phone calls. Volunteers respond uniquely based on their situation.

	<ul style="list-style-type: none"> • Don't let volunteers get stranded working alone, work more than 6 days in a row, or work more than 12 hours multiple days. • Coordinate with Resource Unit Lead about how to maintain the master list of personnel scheduled and assigned to the incident. • Coordinate with Resource Lead: Work with Volunteer Communications (PIO – Animal, or NVADG Executive Director) to update NVADG volunteers on the situation and need for staffing. Out of area volunteers will come if needed. • Coordinate sleeping arrangements through Resource Unit Lead and Logistics for out-of-area volunteers. Casual arrangements can be made between local volunteers who offer their houses and staying at the Richter warehouse. • Coordinate with Resource Lead: Speak directly with Leads on their true needs for minimum staffing. Also confirm with Leads who they have arranged to work. • Coordinate with Resource Lead: Follow up to assure there is security if workers will be staying at any remote or sketchy location at night. • Coordinate with Resource Lead: Confirm plan for operating hours for Shelters, Evacuation and Hotline. • Throughout incident, maintain an ABO ICS Org Chart. Update as things change and post to WhatsApp Key People.
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SET UP	
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	<ul style="list-style-type: none"> • Working in partnership with Resource Unit Lead, assume scheduling duties from Duty Officer. • Update Animal Branch Operations Org Chart constantly as new people volunteer for duty. Continue initial activation volunteer assignments and assure all key positions are filled. • Use Volunteer Impact Email and Text functions to communicate with all Active (“Accepted”) volunteers. Provide link and request they schedule arrival and location. • If it helps, use Ring Central to set up a Staffing/Scheduling extension. Set forward to your phone number, or designee. • Get access to @nvadg.org for Google Workspace records of Excel scheduling form. • Use Volunteer Impact and WhatsApp to identify the volunteers available to work and the positions they will fill. • Use the Volunteer Impact scheduling form to get arrival times and shifts. • Track estimated arrival times of volunteers. • Maintain an ABO ICS Org Chart. Update as things change and post to WhatsApp Key People. • Mobilize sufficient staffing of all ABO positions for 24 hours, then for 72 hours. • Request County employees who are NVADG-trained through the chain of command.
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SHIFT CHANGE / TRANSFER OF DUTIES	
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	<ul style="list-style-type: none"> • If possible, have next Volunteer Impact Technician job shadow in advance. • Update Job Aid template with any new or revised duties. Explain how to use Job Aid. • Assure they have electronic sign-in access, schedule for meetings, log in to see scheduling form responses, other basic tools. • Reassign function email to new person, update IAP reporting to reflect new name and phone number. • Make face-to-face introductions to key people and provide a full contact list. • Assure new person is included in all distribution lists and has access to all reports. • Give update on current situation, areas of concern and current VI support needed. • Provide intel on expected situation over next 24-72 hours and beyond.
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	<ul style="list-style-type: none"> • Turn over all documentation including completed Job Aids listing tasks and unfinished business. • Leave a phone number where you can be reached.
THINGS TO CONSIDER	
	<ul style="list-style-type: none"> • Volunteer availability will vary depending on many factors. • Be open to people who can only do a few hours a day. Shelter work is heaviest for Breakfast and Dinner feedings/kennel cleaning. Someone who commits to 2 hours each day for dinner walk is very useful at Shelter. • Any volunteer going into the evacuation zone must have taken fireline training and have passed a Live Scan and background check. • We don't know when/if people read their emails or if it went to spam. Text-Em-All (Call-Em-All) is available to make phone calls to volunteers at a cost of about .10 per call. Keep it under 30 seconds. You will want to update/customize the list of numbers you'll call. • Texting through Volunteer Impact can alert people to read their email. • Not all volunteers are on WhatsApp, but it is also an option to get the attention of volunteers. • You may need to give volunteers additional information, especially out of area volunteers. Options for lodging, if any. Locations where they can park RV.
DEMOBILIZATION	
	<ul style="list-style-type: none"> • File documentation as required. • Complete 214 for time period. • Clean area and restock for next incident. • Plan to provide input for after-incident review.
TASKS (PENDING)	
NOTES	

Name: _____ Phone #: _____

Date: _____ Time: _____ am / pm