

TEMPLATE: LOCAL SPONTANEOUS VOLUNTEERING ROLES SCOPE

The purpose of this document is to assist Local Governments to undertake a high-level assessment of the possible tasks Spontaneous Volunteers could undertake following a disaster in your community.

This high-level scope will help inform the best model for your local area with regard to the management of Spontaneous Volunteers: Local Government Led, Organisational Led, Consortium Led.

Complete the table below to undertake the scope for your local area.

Helpful tip: use the example table below to get some inspiration!

Role and tasks	Skills required	Agency with local experience managing similar volunteer roles

Helpful tip: Spontaneous Volunteer roles may be low skilled roles that can be used for surge capacity.

Example Spontaneous Volunteer Task High-Level Scope	
<p>Assistance with Catering</p> <ul style="list-style-type: none"> • Check any special dietary requirements. • Prepare and serve food. • Deliver food and refreshments. • Clean and maintain kitchen. 	<p>Setting up venues - for use of community meetings, evacuation centres, recovery centres.</p> <ul style="list-style-type: none"> • Set up and pack up of signage, tables and chairs, child-friendly and recreational zones. • Cleaning of facilities and furniture.
<p>Manage Material Donations</p> <ul style="list-style-type: none"> • Sort donated goods. • Dispose of unwanted / unusable goods. • Safely store and label goods. • Maintain lists. • Deliver goods to communities. • Pick up donated goods offered. 	<p>Letter Box Drops</p> <ul style="list-style-type: none"> • Deliver information to the letterboxes in the area assigned. • Keep records of homes visited.
<p>Clean-up Activities</p> <ul style="list-style-type: none"> • Liaise with property owners. • Remove rubbish and debris. • Salvage property and goods. • Dispose of damaged, unsafe and unwanted materials. 	<p>Meet and Greet</p> <ul style="list-style-type: none"> • Provide information at centres to clients. • Directing people to appropriate services. • Packing information packs. • Other tasks as directed by Local Government / organisation.
<p>Outreach and Personal Support</p> <ul style="list-style-type: none"> • Provide personal support for those affected by event (not counselling). • Gather information about the effects of the event. • Provide information about services and grants available. • Visit affected households. 	<p>Call Centre Support</p> <ul style="list-style-type: none"> • Answer incoming calls and respond to emails from community members affected by the emergency. • Provide service information to community members affected by the emergency. • Identify and escalate issues to supervisors.
<p>Fencing Repair and Construction</p> <ul style="list-style-type: none"> • Liaise with property owners. • Remove and dispose of fencing damaged beyond repair. • Source fencing materials via Volunteer Centre. • Repair damaged fencing. • Build new farm fencing. 	<p>Post Disaster Event Support</p> <ul style="list-style-type: none"> • Prepare venues and setting up chairs and stages. • Working as ushers and welcoming guests. • Working at a concession stand and serving food and drinks. • Dispensing useful information to event assistants. • Packing up equipment when the event is completed.