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Baseline for the DSHR System

Baseline Requirements

- *Have a Social Security Number*
- *Have formal education to meet the demands of disaster work, preferably a high school diploma or equivalent*
- *Hold a current first aid certificate and CPR certification recognized by the American Red Cross*
- *Complete the Red Cross training courses, “Orientation to ARC and Introduction to Disaster Services”*
- *Sign the Code of Conduct and Fundamental Principles of the Red Cross Movement*
- *Adhere to standards for identification and proper attire of Red Cross workers*

Activity **Communication Skills**

Task Communicate effectively orally and in writing.

Competencies

Ability to use good telephone etiquette

Ability to write a summary and narrative

Ability to use communication skills that encourage a positive learning environment and support directives

Ability to clearly and concisely communicate

Task Provide appropriate feedback.

Competencies

Ability to firmly communicate an opinion without being abusive, harsh, apologetic or defensive

Ability to make an honest, well-planned statement of the facts without distortion, withdrawal, passivity, bragging or pressure

Activity **Computer Skills**

Task Demonstrate basic computer knowledge.

Competencies

Working knowledge of computer applications; e.g., word processing and spreadsheets

Ability to use e-mail, the Internet and Cross Net

Activity **Work and Personal Skills**

Task Take action appropriate to the situation.

Competencies

Ability to make independent decisions within Response regulations and procedures

Ability to make logical, informed decisions for change, as appropriate, when traditional methods of accomplishing tasks are ineffective

Ability to manage multiple priorities and tasks simultaneously

Ability to deliver services independently

Positive, effective, team-member behavior

Task *Be a productive member of the DSHR System.*

Competencies

Ability to be flexible, adaptable to change and accept direction, as required in varied work settings, conditions, cultures and geography

Ability to provide support to all aspects of a relief operation

Ability to listen and respond empathetically

Ability to demonstrate initiative

Ability to appropriately demonstrate independent thinking and creativity

Ability to prioritize tasks, especially in complex situations

Ability to complete assigned tasks within specified time frames

Ability to use good time-management skills

Ability to use good organizational skills

Ability to work well independently and in a team setting

Ability to use assessment, consultative and problem-solving skills

Ability to effectively assess and solve problems and implement appropriate solutions

Task *Demonstrate behaviors necessary to set and achieve goals.*

Competencies

Demonstrated optimism

Demonstrated self-motivation

Demonstrated enthusiasm

Ability to concentrate

Demonstrated self-control

Ability to handle stress and stressful situations, as required

Task *Take responsibility for outcomes.*

Competencies

Ability to accept constructive criticism

Ability to perform an honest self-assessment

Possession of self-knowledge

Ability to embrace change

Task *Embrace behavior consistent with professionalism.*

Competencies

Demonstrated credibility

Demonstrated fairness

Ability to work in a diverse work environment

Demonstrated honesty and trustworthiness

Ability to maintain professional appearance and attitude

Task ***Work well with people.***

Competencies

Able to exhibit interpersonal relationship skills that encourage a positive working and learning environment

Be able to collaborate across groups

Be able to promote, develop and maintain productive and amicable working relationships with diverse individuals, groups and units including peers and supervisors

Be sensitive in human interactions to diversity and inclusiveness

Be able to serve as a mentor or coach where appropriate

Be able to consult and take direction from supervisors

Activity **Travel**

Travel Requirements

- ***Have attained age of eighteen***
- ***Hold a valid driver's license***
- ***Provide signed health status report***
- ***Have access to Cross Net***
- ***Have an e-mail address***

Task ***Travel on assignment.***

Competencies

Availability to serve on disaster relief operations with little or no advance notice

Flexibility about travel plans and serving on relief operations

Willingness to travel by any common mode of transportation to any of the states, commonwealths or territories of the United States

Task ***Accept adverse work and living conditions.***

Competencies

Willingness to live and work in adverse conditions

Willingness to work long hours daily for extended periods of time with little free time

Task ***Be active at the local level.***

Competencies

Ability to successfully participate in unit disaster services activities