

HSEM 220 : Developing and Managing Volunteer Resources

Credits 2

Quarter Offered Winter, Summer

This course will focus on methods and procedures for involving volunteers in emergency management programs, with the goal of maximizing the effectiveness of volunteer resources by implementing a people-oriented system that addresses defining volunteer roles, designing a plan of action, recruiting volunteers, training individuals who volunteer, and motivation and maintenance of a successful program. The role of spontaneous and/or unaffiliated volunteers in the disaster response process will also be addressed. This class may include students from multiple sections.

Prerequisites

2.0 or higher in [HSEM 102](#) or concurrent enrollment, or [HSEM 105](#)

Course Outcomes

Correlate the skills and knowledge required of volunteers in emergency management programs.

Determine how volunteers can be used more beneficially to meet an agency's needs.

Analyze the steps in developing a volunteer program.

Develop a volunteer policy and job description.

Outline strategies for recruiting, retaining, assigning, training, supervising, and evaluating volunteers.

Analyze the role of volunteers and voluntary agencies in providing emergency assistance.

Describe methods that will ensure cultural humility and equity in managing volunteers in a diverse community.