



Position Qualification for Operational Coordination
Emergency Management

VOLUNTARY AGENCY LIAISON

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| RESOURCE CATEGORY | Emergency Management |
| RESOURCE KIND | Personnel |
| OVERALL FUNCTION | The Voluntary Agency Liaison (VAL) serves as the central coordination point between local, state, tribal, territorial, and Federal governments and voluntary, faith-based, and community organizations responding in times of disaster—including supporting the coordination of volunteers, donations, and people providing disaster services. The VAL also gathers and provides daily statistical reports and other pertinent information about disaster response and recovery services, including mass care and other services, from voluntary, faith-based, and community organizations to appropriate government agencies and other voluntary organizations. |
| COMPOSITION AND ORDERING SPECIFICATIONS | <ol style="list-style-type: none">1. This position can be ordered as a single resource.2. Discuss logistics for deploying this position, such as working conditions, length of deployment, security, lodging, transportation, and meals, prior to deployment |

Each type of resource builds on the qualifications of the type below it. For example, Type 1 qualifications include the qualifications in Type 2, plus an increase in capability. Type 1 is the highest qualification level.



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| COMPONENT | TYPE 1 | TYPE 2 | NOTES |
|--------------------|--|---|---------------|
| DESCRIPTION | <p>Same as Type 2, PLUS:</p> <ol style="list-style-type: none"> Supervises other VAL personnel Establishes and maintains good working relationships with other groups in the operation Coordinates between voluntary agency and local, state, tribal, territorial, and Federal community relations personnel, Donations Management, Public Information Officers (PIO), the Joint Information Center (JIC), and other individuals and groups as appropriate Assesses the necessary number of VAL personnel Serves as a trainer for courses in developing Long-Term Recovery Committees (LTRC), Community Organizations Active in Disasters (COAD), and volunteer/donations management, and potentially Mass Care, as appropriate Collects and maintains data and provides guidance on best practices for operations involving voluntary agencies at the local, state, tribal, and territorial levels Assigns responsibilities for ongoing VAL contact with county and local emergency management staff Maintains contact with the state, tribal, or territorial Voluntary Organizations Active in Disasters (VOAD) chairperson and emergency management staff as appropriate Ensures completion of responses to congressional inquiries, as appropriate Establishes and maintains systems for matching voluntary agencies with FEMA, state, tribal, or territorial referrals for emergency, medical, unmet, and access and functional needs | <p>The VAL:</p> <ol style="list-style-type: none"> Helps coordinate between state VOAD, local COAD, other voluntary agencies, and the affected jurisdiction, handling spontaneous and solicited goods, storage, and disbursement Helps coordinate state VOAD and COAD agencies in managing emergent volunteers during a disaster response Helps communities build a framework for establishing a LTRC Works with state VOAD leaders to establish and carry out frequent coordination meetings with VOAD and COAD agencies during the disaster response and recovery phases Supports the state VOAD in establishing and strengthening local COAD and LTRC organizations | Not Specified |
| EDUCATION | Same as Type 2 | High school diploma, GED, or equivalent | Not Specified |



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| COMPONENT | TYPE 1 | TYPE 2 | NOTES |
|---------------------------------|---|--|--|
| TRAINING | Same as Type 2, PLUS: 1. E0288: Local Volunteer and Donations Management OR E0289 State Volunteer and Donations Management 2. E0489: Management of Spontaneous Volunteers in Disasters 3. Authority Having Jurisdiction (AH)-approved conflict resolution/negotiation training | Completion of the following: 1. IS-100: Introduction to the Incident Command System, ICS-100 2. IS-200: Basic Incident Command System for Initial Response, ICS-200 3. IS-230: Fundamentals of Emergency Management 4. IS-235: Emergency Planning 5. IS-244: Developing and Managing Volunteers 6. IS-288: The Role of Voluntary Organizations in Emergency Management 7. IS-403: Introduction to Individual Assistance (IA) 8. IS-405: Overview of Mass Care/Emergency Assistance 9. IS-505: Religious and Cultural Literacy and Competency in Disaster 10. IS-700: National Incident Management System, An Introduction 11. IS-800: National Response Framework, An Introduction 12. IS-2900: National Disaster Recovery Framework (NDRF) Overview 13. AHJ-approved training in donations management and volunteer coordination | Not Specified |
| EXPERIENCE | Same as Type 2, PLUS: Knowledge, Skills, and Abilities: 1. Comprehensive working knowledge of Individual Assistance (IA), Public Assistance (PA), and VAL functions under FEMA, state, tribal, or territorial agreement 2. Broad understanding of possible models of LTRC, including flexible options Experience: 1. Extensive experience working with voluntary agencies, such as national VOAD member organizations 2. One additional year of experience with voluntary agencies OR experience in this position during one additional operational incident, or two additional exercises, drills, or simulations | Knowledge, Skills, and Abilities: 1. Demonstrated understanding of IA and VAL functions under FEMA, state, tribal, or territorial agreement, including responsibilities of voluntary agencies at all levels of government and local, state, tribal, territorial, and Federal government agency responsibilities 2. Understanding of differences in the disaster plans of communities, state, and other jurisdictions Experience: 1. One year of experience with voluntary agencies OR experience in this position during two operational incidents, exercises, drills, or simulations | Not Specified |
| PHYSICAL/MEDICAL FITNESS | Same as Type 2 | Moderate | National Incident Management System (NIMS) Guideline for the National Qualification System (NQS) defines Physical/Medical Fitness levels for NIMS positions. |



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| COMPONENT | TYPE 1 | TYPE 2 | NOTES |
|---|----------------|--|---------------|
| CURRENCY | Same as Type 2 | Functions in this position during an operational incident, planned event, exercise, drill, or simulation at least once every two years | Not Specified |
| PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS | Not Specified | Not Specified | Not Specified |



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NOTES

Nationally typed resources represent the minimum criteria for the associated component.

REFERENCES

FEMA, National Incident Management System Guideline for the National Qualification System, November 2017