

## DONATIONS SPECIALIST (NQS)

<b>RESOURCE CATEGORY</b>	Mass Care Services
<b>RESOURCE KIND</b>	Personnel
<b>OVERALL FUNCTION</b>	The Donations Specialist helps create and implement the volunteer and donations portion of the operations plan and helps manage the flow of donated goods, funds, and services
<b>COMPOSITION AND ORDERING SPECIFICATIONS</b>	<ol style="list-style-type: none"> <li>1. This position can be ordered as a single resource or in conjunction with a NIMS typed team (Donations Coordination Task Force or Donated Goods Warehouse Management Team).</li> <li>2. Discuss logistics for deploying this position, such as security, lodging, transportation, and meals, prior to deployment</li> <li>3. This position typically works 12 hours per shift, is self-sustainable for 72 hours, and is deployable for up to 14 days</li> <li>4. Requestor may specify any additional qualifications necessary based on incident complexity and needs</li> </ol>

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.

COMPONENT	SINGLE TYPE	NOTES
<b>DESCRIPTION</b>	<p>The Donations Specialist reports to the Donations Coordination Task Force Leader, Donated Goods Warehouse Management Team Leader, Donations Call Center Supervisor, or other designated supervisor, and performs the following functions:</p> <ol style="list-style-type: none"> <li>1. Helps create and implement the volunteer and donations portion of the operations plan</li> <li>2. Helps manage the flow of donated goods, funds, and services during the response and recovery phases</li> <li>3. Maintains open communication, such as via conference calls and e-mail, with the appropriate stakeholders, including representatives of Federal, state, local, and tribal governments, Voluntary Organizations Active in Disaster (VOAD), community-based organizations, and the private sector</li> <li>4. Assists the Donations Call Center Supervisor, if activated, and supports call center operations</li> <li>5. Offers logistical support, such as transportation to and from the local warehouse, and secures facility space, equipment, and supplies</li> <li>6. Supports donations coordination functions as requested by the Donations Coordination Task Force Leader</li> </ol>	Not Specified
<b>EDUCATION</b>	Not Specified	Not Specified
<b>TRAINING</b>	<p>Completion of the following:</p> <ol style="list-style-type: none"> <li>1. IS-100: Introduction to the Incident Command System, ICS-100</li> <li>2. IS-244: Developing and Managing Volunteers</li> <li>3. IS-288: The Role of Voluntary Agencies in Emergency Management</li> <li>4. IS-700: National Incident Management System, An Introduction</li> </ol>	Not Specified

Superseded

Position Qualification for Mass Care Services  
Mass Care Services

COMPONENT	SINGLE TYPE	NOTES
<b>EXPERIENCE</b>	<p>Knowledge, Skills, and Abilities:</p> <ol style="list-style-type: none"> <li>1. Familiarity with private, public, and Nongovernmental Organization (NGO) donations management processes at Federal, tribal, state, and local levels</li> <li>2. Ability to support the Donations Coordination Task Force Leader in executing donations management agreements</li> <li>3. Familiarity with the function of long-term recovery committees</li> </ol> <p>Experience:</p> <ol style="list-style-type: none"> <li>1. Successful completion of the National Qualification System (NQS) Position Task Book (PTB) for the National Incident Management System (NIMS) Donations Specialist, or equivalent Authority Having Jurisdiction (AHJ) documentation</li> <li>2. Experience supporting donation coordination in disasters or planned events</li> <li>3. Experience working with VOAD on donations management</li> </ol>	Not Specified
<b>PHYSICAL/MEDICAL FITNESS</b>	Performs duties under arduous circumstances, characterized by working consecutive 12-hour days under physical and emotional stress for sustained periods of time	Not Specified
<b>CURRENCY</b>	<ol style="list-style-type: none"> <li>1. Functions in this position during an operational incident, exercise, drill, or simulation at least once every three years</li> <li>2. Background checks as applicable law permits or requires</li> </ol>	<ol style="list-style-type: none"> <li>1. The Donations Specialist meets AHJ badging requirements.</li> <li>2. Provider must carry out and use any background checks as applicable law specifies. This may include a background check completed within the past 12 months; a sex-offender registry check; and a local, state, and national driving and criminal history.</li> </ol>
<b>PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS</b>	Not Specified	Not Specified

Superseded



Position Qualification for Mass Care Services  
Mass Care Services

## NOTES

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

## REFERENCES

1. FEMA, National Qualification System (NQS) Position Task Book for Donations Specialist, latest edition adopted
2. FEMA, NIMS 508: Distribution of Emergency Supplies Task Force
3. FEMA, NIMS 508: Donated Goods Warehouse Management Team
4. FEMA, NIMS 508: Donations Coordination Task Force
5. FEMA, NIMS 508: Drive-Through Point of Distribution Team
6. FEMA, NIMS 508: Mobile Distribution Team
7. FEMA, NIMS 508: Pedestrian Point of Distribution Team
8. FEMA, NIMS 509: Distribution of Emergency Supplies Task Force Leader
9. FEMA, NIMS 509: Distribution of Emergency Supplies Team Leader
10. FEMA, NIMS 509: Donated Goods Warehouse Management Team Leader
11. FEMA, NIMS 509: Donations Call Center Supervisor
12. FEMA, NIMS 509: Donations Coordination Task Force Leader
13. FEMA, NIMS 509: Mass Care Specialist
14. FEMA, National Incident Management System (NIMS), October 2017
15. FEMA, NIMS Guideline for the NQS, November 2017
16. FEMA, National Response Framework, June 2016

Superseded