



**FEMA**

POSITION TASK BOOK FOR THE POSITION OF

**ALL-HAZARDS NATIONAL INCIDENT  
MANAGEMENT SYSTEM (NIMS)  
DONATIONS COORDINATION TASK FORCE  
LEADER**

## DONATIONS COORDINATION TASK FORCE LEADER

### 1. Competency: Assume position responsibilities

*Description:* Successfully assume the role of Donations Coordination Task Force Leader and initiate position activities at the appropriate time according to the following behaviors.

#### 1a. Behavior: Ensure availability, qualifications, and capabilities of resources to complete assignment

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Identify kind, type, and quantity of resources necessary to achieve objectives: <ul style="list-style-type: none"> <li>● Consider span of control when determining resource requirements and configurations</li> <li>● Consider facility requirements for collection, warehousing, and distribution operations</li> <li>● Consider human resources needs for leadership positions at operational areas (collection, warehousing, and distribution centers)</li> <li>● Consider the use of spontaneous unaffiliated volunteers</li> </ul>	E, F, I		
2. Identify specifications and secure appropriate locations for operational facilities: <ul style="list-style-type: none"> <li>● Warehouses, collection centers, distribution centers, mobile distribution, points of distribution, and call centers:                             <ul style="list-style-type: none"> <li>○ Location</li> <li>○ Size and capacity</li> <li>○ Donated or cost</li> <li>○ Layout</li> <li>○ Operational staff needs</li> </ul> </li> </ul>	E, F, I, J, T		
3. Identify the skill sets of all leadership positions for collection centers, warehouses, distribution centers, and call centers: <ul style="list-style-type: none"> <li>● Manager</li> <li>● Assistant Manager</li> <li>● Liaison Officer</li> <li>● Public Information Officer (PIO)</li> <li>● Facilities Manager</li> <li>● Safety and Security Officer</li> <li>● Volunteer Coordinator</li> <li>● Office Manager</li> <li>● Floor Manager</li> <li>● Receiving Manager</li> <li>● Sorting Manager</li> <li>● Processing Manager</li> <li>● Shipping Manager</li> </ul>	E, F, I, J, T		
4. Order necessary resources to achieve team objectives: <ul style="list-style-type: none"> <li>● Request additional personnel, supplies, services, and equipment within the established ordering processes</li> </ul>	E, F, I		

#### 1b. Behavior: Establish effective relationships with relevant personnel

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE

<p><b>5.</b> Establish and maintain positive interpersonal and interagency working relationships:</p> <ul style="list-style-type: none"> <li>● Outgoing incident staff or teams</li> <li>● Local agencies</li> <li>● Hosting unit</li> <li>● Policy group</li> <li>● Public</li> <li>● Supporting agencies</li> <li>● State VOAD or equivalent</li> <li>● Local faith-based and community-based organizations</li> <li>● Call center staff</li> <li>● Warehouse staff</li> <li>● Collection and distribution staff</li> </ul>	E, F, I		
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**1c. Behavior: Gather, update, and apply situational information relevant to the assignment**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p><b>6.</b> Collect information from outgoing Donations Coordination Task Force Leader or other personnel responsible for the team:</p> <ul style="list-style-type: none"> <li>● Information on incident relevant to team support activities</li> <li>● Information on the organizational structure</li> <li>● Information on the donations management organizational structure</li> <li>● Information on other donations operations in the incident area, such as Nongovernmental Organizations (NGO)</li> </ul>	E, F, I		

**1d. Behavior: Understand and comply with NIMS concepts and principles**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p><b>7.</b> Demonstrate knowledge of donations management structure, principles, and positions:</p> <ul style="list-style-type: none"> <li>● Donations flow structure</li> <li>● Donations receipt, inventory, and distribution forms</li> <li>● Donations recipient case management forms</li> </ul>	E, F, I		
<p><b>8.</b> Understand scope, roles, responsibilities, jurisdiction, and authority of responding agencies:</p> <ul style="list-style-type: none"> <li>● Emergency Support Function (ESF) supporting agencies</li> <li>● Volunteer Task Force and Donations Coordination Task Force</li> <li>● Voluntary Organizations Active in Disaster (VOAD), national and state levels</li> <li>● Community Organizations Active in Disaster (COAD), local level</li> </ul>	E, F, I		

**1e. Behavior: Successfully assume the role of Donations Coordination Task Force Leader and initiate position activities**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE

<p><b>9.</b> Initiate and maintain team activity log:</p> <ul style="list-style-type: none"> <li>● Complete activity log and use to support a common operating picture</li> <li>● Transfer information to additional documents, positions, and displays</li> </ul>	E, F, I		
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***If Behavior:* Establish or determine organizational structure, reporting procedures, and chain of command of assigned resources**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p><b>10.</b> Activate team:</p> <ul style="list-style-type: none"> <li>● Establish appropriate team organization and assign staff responsibilities, while maintaining span of control</li> <li>● Ensure availability of appropriate resources, including equipment, trucks, and consumables (such as boxes, tape, and shrink wrap) for collection, warehouse, and distribution operations</li> <li>● Conduct supporting activities within operational period</li> <li>● Follow protocol for communicating team’s daily accomplishments to the Documentation Unit or appropriate personnel</li> <li>● Obtain operational rhythm from supervisor and establish daily briefing/debriefing schedule with assigned personnel</li> <li>● Follow process for resource requests/releases for operational planning purposes</li> <li>● Assign staff as appropriate</li> <li>● Participate in planning meetings to determine team organization, support tactical assignments, ensure resource support and coordination needs, and identify other considerations for the next operational period</li> </ul>	E, F, I		
<p><b>11.</b> Supervise and adjust team organization and operations based on changes in incident situation and resource status:</p> <ul style="list-style-type: none"> <li>● Maintain common operating picture throughout the team</li> <li>● Provide for functional and geographical supervision as necessary</li> <li>● Ensure effective use and coordination of all assigned resources</li> <li>● Constantly monitor objectives and overall team operations for efficacy and safety</li> </ul>	E, F, I		

**2. Competency: Communicate effectively**

*Description:* Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a potentially rapidly changing environment.

**2a. Behavior: Behavior: Ensure the exchange of relevant information during briefings and debriefings**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<b>12.</b> Ensure the efficient sharing of all relevant information among staff and all branches of donations operation: <ul style="list-style-type: none"> <li>● Donations still needed and not needed</li> <li>● Inbound donations</li> <li>● Volunteer needs</li> <li>● Inventory</li> <li>● Warehouse status</li> <li>● Collection center status</li> <li>● Distribution network status</li> <li>● Call center status</li> </ul>	E, F, I		
<b>13.</b> Lead Donations Coordination Task Force meetings: <ul style="list-style-type: none"> <li>● Present:                             <ul style="list-style-type: none"> <li>○ Changes to the Donations Management Plan</li> <li>○ Team-specific information and instructions</li> </ul> </li> <li>● Outline Donations Coordination Task Force goals and objectives</li> </ul>	E, F, I, J		

**2b. Behavior: Ensure documentation is complete and disposition is appropriate**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<b>14.</b> Coordinate with AHJ to create a vetted list of approved agencies or organizations for a distribution network.	E, F, I		
<b>15.</b> Develop an inventory of warehoused donated goods with disposition to appropriate agencies and authorities.	E, F, I		
<b>16.</b> Ensure accurately tracked and reported documentation of volunteer hours.	E, F, I		
<b>17.</b> Ensure incident documentation and administrative requirements are complete, according to the supervisor’s direction: <ul style="list-style-type: none"> <li>● Submit incident narrative to supervisor</li> <li>● Complete and submit activity log to Documentation Unit or appropriate personnel for each operational period</li> <li>● Ensure all personnel and equipment time records are complete and submitted at the end of each operational period</li> </ul>	E, F, I		
<b>18.</b> Ensure the protection of Personally Identifiable Information (PII).	E, F, I		
<b>19.</b> Use appropriate software to report, receive, inventory, and track donations.	E, F, I		

**2c. Behavior: Communicate incident priorities and operations**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<b>20.</b> Coordinate with PIO/External Affairs and call centers to ensure appropriate and timely communication of donation needs and responsible donating practices: <ul style="list-style-type: none"> <li>● Reference FEMA L-217, When Disaster Strikes...How to Donate or Volunteer Successfully!</li> </ul>	E, F, I		
<b>21.</b> Monitor and report flow of inbound donations.	E, F, I		
<b>22.</b> Update supervisor on current accomplishments or problems and complete incident forms as necessary.	E, F, I		

**2d. Behavior: Develop and implement plans**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<b>23.</b> Develop a scalable strategy for donations operations: <ul style="list-style-type: none"> <li>● Open/close collection, distribution, and call centers</li> <li>● Increase/decrease warehouse space and staffing</li> </ul>	E, F, I		
<b>24.</b> Implement or assist in the development of existing plans or policies that address: <ul style="list-style-type: none"> <li>● Monetary donations</li> <li>● Unsolicited donations</li> <li>● Corporate donations</li> <li>● International donations</li> <li>● Donated services</li> <li>● In-kind donations</li> </ul>	E, F, I		
<b>25.</b> Participate in preparation of Donations Management Plan, planning meeting, or strategic plan for the next operational period: <ul style="list-style-type: none"> <li>● Update team on current situation</li> <li>● Help set priorities for next operational period</li> <li>● Determine tasks and work assignments for next operational period(s)</li> <li>● Advise on current capabilities and limitations</li> <li>● Determine resource needs or excess</li> </ul>	E, F, I		

**3. Competency: Ensure completion of assigned actions to meet identified objectives**

*Description:* Identify, analyze, and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established time frame.

**3a. Behavior: Execute assigned tasks, assess progress, and make necessary adjustments**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
26. Ensure that assigned tasks and expectations for the operational period are reasonable and accurate.	E, F, I		
27. Ensure that the work completed is consistent with direction, policy, and incident objectives: <ul style="list-style-type: none"> <li>● Supervisor’s direction</li> <li>● Incident Action Plan (IAP) goals and objectives</li> <li>● State Volunteer Task Force and Donations Coordination Task Force</li> <li>● Donations Management Plan</li> <li>● Other planning goals and objectives</li> </ul>	E, F, I		
28. Make appropriate decisions based on analyzed and validated information: <ul style="list-style-type: none"> <li>● Make adjustments in response to new information, changing conditions, or unexpected obstacles</li> </ul>	E, F, I		

**3b. Behavior: Oversee and support the actions of Donated Goods Warehouse Management Team or Donations Coordination Task Force**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
29. Activate operations as necessary: <ul style="list-style-type: none"> <li>● Collection centers/sites</li> <li>● Warehouses</li> <li>● Distribution centers</li> <li>● Mobile distribution services</li> <li>● Points of distribution</li> <li>● Call centers</li> </ul>	E, F, I		
30. Coordinate the inflow of donations under the authority of the AHJ: <ul style="list-style-type: none"> <li>● Unsolicited</li> <li>● Solicited</li> <li>● Cash</li> <li>● Services</li> <li>● In-kind</li> </ul>	E, F, I		
31. Follow all AHJ purchasing, accounting, and cost control procedures.	E, F, I		
32. Identify appropriate locations for call, collection, and distribution centers.	E, F, I		
33. Review all standing local MOU, agreements, and contracts.	E, F, I		
34. Secure appropriate multiagency warehouse location(s) with appropriate capacity.	E, F, I		
35. Secure appropriate staffing for all operational structures: <ul style="list-style-type: none"> <li>● Collection, warehouse, distribution</li> </ul>	E, F, I		

36. Secure infrastructure needs for multiagency warehouse, collection, distribution, and call center operations.	E, F, I		
37. Secure volunteer support for all operations.	E, F, I		

**3c. Behavior: Transfer position duties while ensuring continuity of authority and knowledge and while taking into account the increasing or decreasing incident complexity**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>38. Coordinate an efficient process to mobilize and demobilize collection and distribution sites, multiagency warehouses, and call centers:</p> <ul style="list-style-type: none"> <li>● Identify local agency resources to continue donations services, including long-term recovery committees</li> <li>● Established network for multiagency warehouse transfer, if necessary</li> </ul>	C, E, F, I, J, T		

**3d. Behavior: Plan for deactivation/demobilization and ensure staff follow procedures**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>39. Complete process for deactivating/demobilizing team responsibilities:</p> <ul style="list-style-type: none"> <li>● Reinforce emphasis on safety and accountability during this phase of the operations</li> <li>● Brief team on deactivation/demobilization responsibilities</li> <li>● Ensure all staff demobilize in a timely and complete manner</li> </ul> <p>● Brief replacement, if applicable</p>	E, F, I		
40. Coordinate the efficient transfer of warehouse, collection, distribution, and call center operations to the local AHJ.	C, E, F, I, J, T		
<p>41. Help develop, approve, and implement demobilization plan:</p> <ul style="list-style-type: none"> <li>● Coordinate with supervisor during development and implementation</li> <li>● Coordinate with appropriate partners regarding demobilization procedures</li> <li>● Coordinate team needs and responsibilities</li> <li>● Provide information to supervisor to assist with decisions on release priorities</li> </ul>	E, F, I		
42. Participate in organization closeout/After Action Review (AAR).	E, F, I		



**4. Competency: Lead assigned personnel**

*Description:* Influence, lead, and direct assigned personnel to accomplish objectives and desired outcomes in a potentially rapidly changing environment.

**4a. Behavior: Coordinate interdependent activities**

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
43. Comply with AHJ accounting, budget, and cost control procedures.	E, F, I, J, T		
44. Coordinate the disposition of unusable donated items: <ul style="list-style-type: none"> <li>● Trash service</li> <li>● Recycling company</li> <li>● Organizational partners having operations that may use donated goods</li> </ul>	E, F, I, T		
45. Coordinate with assigned personnel and give supervisor a list of excess resources: <ul style="list-style-type: none"> <li>● List may include:                             <ul style="list-style-type: none"> <li>○ Kind and type</li> <li>○ Quantity</li> <li>○ Time/date of available release</li> </ul> </li> <li>● Review the list daily for accuracy, ensuring all staff demobilize in a timely and complete manner</li> </ul>	E, F, I		
46. Coordinate with local entities: <ul style="list-style-type: none"> <li>● Emergency management</li> <li>● VOAD</li> <li>● COAD</li> <li>● Faith-based and community-based groups</li> <li>● Chambers of commerce, business executives, and private sector</li> </ul>	E, F, I		
47. Ensure effective use and coordination of all assigned resources: <ul style="list-style-type: none"> <li>● Conduct briefing and debriefing with assigned personnel and supervisor between operational periods</li> </ul>	E, F, I		
48. Integrate all identified Donations Management and volunteer management partners into operations based on their capabilities and capacities: <ul style="list-style-type: none"> <li>● VOAD organizations with local chapters/entities</li> <li>● Unaffiliated local organizations/agencies</li> </ul>	E, F, I, J, T		
49. Review and execute any local Memorandums of Understanding (MOU), standing agreements, and contracts, as directed by the Authority Having Jurisdiction (AHJ).	E, F, I, J, T		