
Disaster Frontline Supervisor
DSSSS601A: July 2009
Fact Sheet Revised: July 2009

Description	<p><i>Disaster Frontline Supervisor</i> (DFS) is an instructor-led, basic level course. Participants receive the <i>Disaster Frontline Supervisor Handbook</i>, which provides disaster relief operations supervisors with tools that support their success. The handbook is for use on operations and in the classroom.</p> <p>The <i>Disaster Frontline Supervisor</i> course, combined with the <i>Disaster Frontline Supervisor Simulation</i> (DSSSS602A), replace <i>Supervision on Disaster Assignment</i> (DSSSS600A) and <i>Supervision in Disaster</i> (ARC 3086). To meet the training requirements for a supervisor position in the Disaster Services Human Resources System completion of both the course and simulation is required.</p>
Purpose	<p>The purpose of this course is to prepare supervisors to lead a team of disaster workers to deliver high quality client service and to create a climate that promotes worker satisfaction.</p>
Learning Objectives	<p>Upon completion of this course, participants will be able to—</p> <ul style="list-style-type: none">• Identify the factors that make supervising in a disaster environment unique.• Identify the roles and responsibilities of a supervisor on a disaster relief operation.• Describe the supervisor's role in building a team and creating worker satisfaction.• Identify what it takes to organize and lead a work unit.• Recognize situations and behaviors that require feedback, coaching or corrective measures.• Describe the process for providing an effective performance evaluation.
Audience	<p>Employees and volunteers of the Red Cross who may supervise a work unit on a disaster relief operation, and those who want to refresh their supervisory skills.</p>
Prerequisites	<p>Applicants should have the training and experience equivalent to a Service Associate in an activity in which she or he expects to become a supervisor.</p>
Length	<p>This course is 3.5 hours in length.</p>

Scheduling The recommended class size is a minimum of four and a maximum of 20 participants. It is at the discretion of sponsoring units to offer the course to more than 20 participants. As class size increases, more than one instructor may be needed.

Instructor Requirements This course is taught by one or two authorized basic instructors who have supervisory experience on disaster relief operations and are familiar with current disaster regulations and procedures.

Materials and Equipment

- *Disaster Frontline Supervisor* Instructor Manual (DSSSS601IM)
- *Disaster Frontline Supervisor* Handbook (DSSSS601PW) (one per participant)
- Course Fact Sheet (page 1) (one per participant)
- PowerPoint presentation
- Computer and LCD projector
- Name tents
- Newsprint paper and easel
- Marking pens
- Sticky notes (at each table group)
- Course Record Addendum (F6418AR)
- Course certificates (one per participant)
- Participant evaluations (5898B) (one per participant)

Note:

The instructor manual, participant workbook and PowerPoint presentation are available on CrossNet. Printable materials are designed to be copied double-sided, black and white.

The following course materials are available for purchase from the DocStore:

- A CD (DSSSS601/602CD) that combines the instructor manuals, supervisor handbook and PowerPoint presentations for *Disaster Frontline Supervisor* and *Disaster Frontline Supervisor Simulation*
- Printed copies of the instructor manual and supervisor handbook

Questions or comments concerning this course or its materials should be emailed to DisasterTraining@usa.redcross.org

Data Management To enter course information:

- Learning Management System (LMS), use DSSSS601A.
- Chapter Environment Resources System (CHERS), use DSSSS601A.
- Disaster Services Human Resources System (DSHR), use DFS.