
Collaborating to Ensure Effective Service Delivery
ARC 3089-4, Rev. 06/04
Fact Sheet Rev. 09/06

Description Participants in this course will gain a practical understanding of what a liaison is and what a liaison does—how they collaborate with diverse internal and external stakeholders to ensure effective service delivery in a manner that yields community trust in, appreciation for and goodwill toward the American Red Cross.

Purpose The purpose of this course is to prepare Red Cross employees and volunteers to establish collaborative relationships that contribute to coordinated disaster response and help to ensure effective service delivery. This course will also prepare participants to begin conducting liaison activities in a chapter and establish a foundation upon which they can build toward a career as a liaison in the Disaster Services Human Resources (DSHR) System.

Learning Objectives After completing this course, participants should be able to—

- Represent the American Red Cross, behaving in a manner consistent with the Red Cross mission and values.
- Explain the value of a Disaster Services liaison’s contribution toward a coordinated and effective disaster response.
- Seek, collect, evaluate and communicate critical information and bring to bear the resources needed by our stakeholders, supporting collective efforts to meet disaster-caused needs.
- Establish an “environmental awareness” of the specific disaster response settings in which liaisons work and monitor for changes.
- Initiate, develop and maintain relationships that help to ensure universal access to and community support of disaster response and recovery.
- Manage stakeholder expectations to affect a coordinated response.
- Monitor the effectiveness of interactions with others.
- Assemble, organize and employ the tools and resources needed to meet the performance expectations of a Red Cross Disaster Services liaison.
- Enhance community trust in, appreciation for and goodwill toward the American Red Cross by effectively communicating and facilitating the delivery of Red Cross programs and services.

Audience Participants will be Red Cross employees and volunteers with an interest in serving as a liaison in a chapter or building toward a career as a liaison in the DSHR System. Those serving in other disaster programs and services who are interested in improving their ability to collaborate with others toward the achievement of effective and enhanced service delivery may also benefit from taking this course.

Prerequisites **Required:**

- *Fulfilling Our Mission: Translating Your Compassion into Community Action* (DSGEN200A, 07/06)

Familiarity with:

- Red Cross programs and services and how they support service delivery.

Recommended:

- *Community Services Overview* (ARC 3068-6, Rev. 09/05)
- *Client Casework: Providing Emergency Assistance* (DSCLS202A, 07/06)
- *Working With Total Diversity* (A1503)
- Additional basic level disaster training courses
- Experience working with a Red Cross chapter, community and labor organizations, government agencies and/or diverse populations.

Given the purpose, objectives and subsequent design of this course, training and experience beyond what is required for this course is recommended. This training requires a collaborative learning environment where both participants and instructors must draw upon their knowledge of and/or experience in Red Cross disaster service delivery. Without this knowledge or experience participants and the instructor may find some of the discussions and activities challenging and lacking in necessary relevance and learning impact.

Length

This is a two-day course comprised of 12 hours of instruction, 60 minutes of break time interspersed throughout and two 1 hour and 30 minute lunch periods (at the instructor's discretion). Attendance the entire time is required.

Scheduling

The sponsoring Red Cross unit will schedule this training on an as-needed basis, for 8 to 20 participants.

**Instructor
Requirements**

This basic level disaster training course will be taught by a team of authorized and qualified Disaster Services instructors who, in addition to meeting basic Disaster Services instructor requirements, must meet at least one of the following criteria:

- Be rated as a supervisor or higher in the DSHR System with three or more successful disaster relief operations assignments as any of the Partner Services liaisons.
- Have one or more years of local unit-based experience in community outreach activities, designated as a liaison, in support of ongoing Red Cross disaster partnerships with any of the constituencies addressed by the liaison activities.

The concepts addressed by this course can only be placed in the necessary and relevant Disaster Services context by individuals possessing direct personal experience pertaining to managing our Red Cross relationships with our partners before, during and after disasters occur.

Instructors must also—

- Be familiar with current disaster regulations and procedures.
 - Be familiar with the types of local and national Red Cross agreements and working relationships we have with other agencies that provide disaster relief.
 - Be familiar with the disaster plan of the local service delivery unit.
 - Possess a thorough understanding of the concepts being presented in the training, such that they are able to comfortably answer anticipated questions.
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Materials

For a list of materials, see the Disaster Training Courses page on CrossNet.
