

## 2.4.5 Appendix A – Support Roles Letter

September 14, 2023

All,

The intent of this letter is to briefly describe the importance of volunteer support members, their roles, and their requirements.

The training requirements, physical demands, and time commitments for our volunteer firefighters and EMTs is ever-increasing. They dedicate a tremendous amount in service to our community. “support members” are people who want to help our community but do not wish to be frontline firefighters or EMTs. They provide non-emergency assistance to the Fire District in a variety of ways to support our mission. Support members increase the capacity of our other volunteers to focus on their operational duties, training, and emergencies. Support members perform important non-critical tasks to support, not supplant our volunteer firefighters and EMTs.

Support members provide essential mission assistance based on their skills and desires to serve. Opportunities for support roles in the following broad categories might include but not be limited to those listed below.

### **ADMINISTRATION**

- Support Program Coordinator – Coordinate the recruitment, selection, and assignments of volunteer support members.
- Office Assistant – Assist the District Secretary with customer service, answering phones, filing, record keeping, and similar general office duties.
- Grant Writer – Research grants, prepare grant applications, and assist with grant management.
- Archivist/Historian – Compile photos, news articles, video, audio, and other items of historical value for archives and display.

### **OUTREACH**

- Social Media Assistant – Plan, implement, manage, and curate content for District social media accounts.
- Information Technology Assistant – Assist with IT systems, diagnosis, maintenance, and repair.
- Newsletter Editor – Coordinate and develop articles for newsletters to the community and Fire District membership.
- Photographer/Videographer – Photograph special and significant events in support of multiple roles and activities.
- Public Relations Coordinator – Assist the Volunteer Program Coordinator with outreach and recruitment of volunteers.
- Special Events Coordinator – Schedule, promote, organize, and direct special events.

### **ACTIVITY SPECIFIC**

- Fire Prevention Coordinator – Develop, implement, and coordinate a fire prevention program.
- Wildfire Mitigator – Develop, implement, and coordinate a program to reduce the risk and mitigate the impacts of wildfire within our fire district.
- Community Risk Reduction – Develop, implement, and coordinate a program to reduce the risks and mitigate the impacts of natural disasters within our fire district.
- Translator/Interpreter – Assist emergency operations personnel with non-English speaking residents during emergency incidents, as well as assisting outreach and public relations activities.
- Rehabilitation Team – Assist the REHAB Group Supervisor during extended emergency operations. May perform certain tasks within the Cold Zone dependent upon qualifications and experience.
- Health & Fitness Coordinator – Coordinate health and fitness related activities to promote our members’

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ability to perform occupational activities and to reduce or eliminate injuries and premature death.

### TRAINING

- Adjunct Instructor – Assist the District’s Training Officer in the delivery of specific subject matter based on the individual’s area of expertise.
- Audio/Visual Support – Assist the Training Officer, instructors, and presenters with multimedia presentations.
- Training Support Specialist – Assist the Training Officer with scheduling District training, coordinating training calendar(s), and preparation of classrooms, facilities, and training grounds.
- Training Records Assistant – Assist the Training Officer with documentation and maintenance of training records.
- Training Role Player – Assists the Training Officer and instructors in providing realistic training as a role player.

### LOGISTICS

- Physical Resources Manager (PRM) – Responsible for the implementation of the District’s Preventative Maintenance Program for tools, equipment, facilities, protective equipment, and vehicles.
- Equipment Maintenance Lead (EML) – Assist with routine inspection and maintenance of tools and equipment.
- Facilities Maintenance Lead (FML) – Assist with routine maintenance and service of facilities, including upkeep and improvements of the grounds.
- Personal Protective Equipment Lead (PPEL) – Assist with the inventory and supply of equipment necessary for the regular outfitting of new members and replacement of personal protective equipment.
- Vehicle Maintenance Lead (VML) – Assist with routine inspection, maintenance, and service of vehicles.

### Application and Selection Process

Persons interested in becoming support members must complete our volunteer application. In general, all applicants must be a minimum of eighteen (18) years of age, possess a high school diploma or equivalent, and provide documentation that they are a citizen of the United States or a registered alien with authorization to work in this country. All applicants must pass a written general knowledge examination, and criminal background investigation.

### Volunteer Point System

The Fire District relies on volunteers who serve the community for civic, charitable, and humanitarian reasons. The District recognizes that in providing such services, volunteers incur expenses, disrupt their personal, family and work life and should receive nominal sums to help offset those impacts of their volunteer service. Support members participating in Fire District related activities and events receive points as pre-determined by the Fire Chief. The point system is used to partially offset volunteer expenses for participating in district related activities.

It is vital to our success that there are people who volunteer to support our mission. Providing our citizens with the best equipped, trained, prepared, and dedicated volunteers we can, makes our experience rewarding. Support members have an essential role in our success.

Respectfully,



Mark Gregory  
Fire Chief