

**JOB DESCRIPTION**  
**Support Services Volunteer**  
**(Volunteer Position)**

**GENERAL PURPOSE**

The Support Services Volunteer serves the community by rendering support at emergency scenes and providing additional support within the department as needed. They perform within the scope of the policies and procedures of Port Ludlow Fire & Rescue and they perform duties in the following general categories: responsible for the support operations within the department i.e., rehab, filling SCBA bottles, equipment maintenance, public education, fire prevention, clerical duties and other duties that may be assigned by a District officer. The benefit to the District is that this position frees up career, volunteer and resident firefighters to perform more hazardous tasks within the zone of danger.

Support Services Volunteers are required to attend regularly scheduled training in order to maintain the high level of knowledge, skill and ability necessary to function safely and effectively in the particular position they occupy in accordance with state law, county protocols, and standard operating procedures.

The work performance of a Support Services Volunteer is continuously evaluated by company officers for general knowledge, skill proficiency, and ability to work as part of a team. Any deficiencies are corrected through remedial training.

**DISTINGUISHING CHARACTERISTICS**

The Support Services Volunteer is a non-compensated position. The Support Services Volunteer may be awarded "points" in an effort to cover expenses incurred in the course of volunteering for the District. Support Services Volunteers are not normally assigned shifts but are expected to respond from home or work to District calls.

The Support Services Volunteer will render support at the level of his/her training and assignment. They do not normally perform hazardous functions within the zone of danger at an emergency scene.

Individuals fulfilling the duties and responsibilities of a Support Services Volunteer will at all time present themselves in a courteous, professional and responsible manner.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The Support Services Volunteer, depending upon their classification and abilities, may perform a number of non hazardous details. These may include establishing and maintaining a rehabilitation station at an emergency scene, filling SCBA bottles from a compressor or cascade system at an emergency scene, operating fire pumps on apparatus at emergency scenes, performing minor maintenance and inspection of fire station, apparatus, and equipment and/or driving or riding Fire Department apparatus to alarms, placing equipment and other tools and equipment as required. The Support Services Volunteer may also assist career staff

with in service company inspections and fire prevention duties, perform public education functions and assist in the District's Administrative Office. The Support Services Volunteer shall participate in fire drills and attend classes on firefighting, emergency medical services, disaster control, and such classes for educational purposes and familiarization of operations and shall maintain appropriate skill level through ongoing training to prevent degradation of skills. The Support Services Volunteer may also receive emergency alarms; operate radio and other communications equipment under routine and emergency conditions. The Support Services Volunteer will perform and maintain physical conditioning commensurate with their assignment, complete and maintain paper work, records and forms as directed by the Company Officer, be familiar with and adhere to department policy and procedures and maintain personal appearance as directed by department policy and procedures.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

- Modern fire service principles, procedures, techniques, and equipment as it pertains to the support volunteer's area of assignment.
- Principles and practices of first aid including

### **Ability to:**

- Communicate effectively, both orally and in writing; ability to understand and carry out verbal and written instructions using the English language.
- Obtain or possess and maintain first aid and CPR certifications.
- Maintain physical conditioning necessary to perform efficiently in normal situations; meet medical and physical agility standards as established.
- Learn the geography of the District, the location of important buildings and the street system.
- Participate in training drills; attend school and classes on fire fighting, hydraulics, first aid and emergency medicine, fire equipment, and apparatus, and other classes associated with recognized fire fighter and EMT standards.
- Learn and apply technical information pertaining to fire fighting.
- Assist career staff in performing protective inspections of structures and businesses in the community for fire hazards and pre-incident surveys for tactical planning.
- Assist career staff in conducting fire-safety education classes.
- Analyze and cope with a variety of emergency situations calmly but effectively and to react quickly to secure accurate and precise information on the location, extent, and nature of fires and emergency aid requests.
- Sustain physical labor during periods of non hazardous activity in emergency and non-emergency situations.

- Work within a para-military organization and respond readily to directives.
- Establish and maintain effective working relationships with co-workers, supervisors, and the general public; to work effectively as a team member.
- Assist career staff in updating map book for new additions, streets, and complexes for use in emergencies.
- Service and operate all District equipment and apparatus.
- If appropriate, assist in performing necessary maintenance, testing and care of fire hoses, trucks, ladders, and auxiliary equipment and apparatus.
- Prevent waste and damage of materials, supplies, and equipment.
- Perform general maintenance and minor repairs to station facilities; perform assigned janitorial activities and minor maintenance and painting.
- Perform community service activities.
- Maintain necessary records and reports, incident forms, and daily shift operation logs, to accommodate needs of the district including computer data entry.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school and it is desirable to take specialized courses that are relevant to the Support Services Volunteer's assigned area.

**Licenses; Certificates; Special requirements:**

- High School Diploma or GED
- A valid Washington State Driver's License
- Basic First Aid and CPR certification
- Must be able to act/react calmly in stressful situations

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:**

Work is performed primarily in the fire station or Administrative Office, then in non hazardous areas on emergency medical scenes, mass casualty, fire scenes and extra ordinary events as they occur. Performing tasks even under non hazardous emergency conditions may require strenuous exertion. The exposure to death, emotional stress, patients with contagious diseases and terminal illnesses, while unlikely, is possible.

**Mental Demands:**

While performing the duties of this position, the employee will be regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or skills; and interact with fire district members, other organizations and the public.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical hazard from fire, equipment, traffic, smoke inhalation, and falling objects even in non hazardous areas at emergency scenes, and exposure to health risks may occur. Performance of non hazardous tasks under emergency conditions may still require strenuous exertion under such handicaps as limited visibility, possible exposure to hazardous or toxic chemicals and gases, and potential contact with death, emotional stress, contagious diseases, and terminal illness.