

Job Title: Director - Humanitarian Response Operations

Location: Dover, Delaware

Employment: Full-Time

The Director - Humanitarian Response Operations assumes responsibility for the day to day management of the Humanitarian Emergency Liaison Program (HELP) Team and associated programs. In cases of emergency response situations, this position will provide direct supervision to the deployed HELP Team, coordinates the Notification and Family Assistance processes, and ensure adequate staffing and appropriate resources in all areas. Additionally, training curriculum will be created which will result in facilitating training to external clients, new hires and existing staff. Further duties and responsibilities are listed below:

- Supervise and effectively lead the growth, development and maintenance of the Humanitarian Emergency Liaison Program (HELP), the program Team Leads and Team Personnel
- During a customer emergency, work closely with the Emergency Operations Center (EOC) and HELP Team Leads to assign HELP Team personnel in anticipation of needs and allocate personnel and resources appropriately
- Responsible for all training curriculum, including reviewing existing curriculum, improving or developing new curriculum, deliver internal training to HELP Team and train mentor HELP Team Leads. Externally lead any required client training when humanitarian content is required
- Ensure Human Resources, security, confidentiality policies and procedures are implemented and followed by all HELP Team Members
- Lead and manage the recruitment process by working closely with Human Resources to effectively identify applicants
- Plan for and manage the HELP Team annual budget
- Oversee and approve monthly HELP Team payroll prior to submission
- Participate in client tours to articulate the unique value of the HELP Team to clients and show case the relevant resources, processes and qualities personnel
- Required to be available, and if required, respond to Headquarters and/or deploy in support of customer emergencies during business and non-business hours

Qualifications

Education:

- Master's Degree
- State Licensed in a Social Science Profession (LCSW or LPCMH required)

Skills/Experience:

Required:

- Experience in emergency/disaster response and/or crisis counseling
- Experience Managing a geographically dispersed team/staff and program
- Excellent written/verbal, communication skills
- Excellent interpersonal and analytical skills
- Strong Microsoft Office Skills
- Ability to work non-standard hours and to be on call 24/7
- Can work in office or field setting, able to travel on short notice
- 20-50% Domestic or International travel required

Preferred:

- Crisis management, disaster response or aviation/transportation management
- Volunteer coordination experience

Physical Demands:

- Able to lift 50lbs. (equipment, luggage, supplies, etc.)

To apply, please send your resume to gary.kasper@firesideteam.com with the subject line of XWEBDHRO.