

Quick orientation for domestic assistance contact persons

As a domestic assistance contact person, you operate at the heart of your branch's readiness to help

You are responsible for planning the domestic assistance activities in your branch's area, ensuring that the activities are carried out in accordance with instructions as well as the required work carried out afterwards. These tasks include e.g. interacting with those in need of assistance in the event of a fire or evacuation, determining the need for assistance and acquiring supplies. Your duties are important in ensuring that the people in your area in sudden need of assistance get the assistance and support they require.

The Red Cross strongly encourages pair and team work, and you do not have to bear all the responsibility of a domestic assistance contact person alone. The branch board may appoint two domestic assistance contact persons to ensure that assistance is provided and available and that the assistance activities are safe. In your position, you will be supported by the branch board, a readiness contact person and trained emergency support and emotional support volunteers.

You cooperate with nearby branches and domestic assistance contact persons in planning your branch's and region's readiness to assist in various accidents and disruptions. You participate in the branch's readiness planning and prepare the required contracts with various service providers. Good local knowledge and contacting regional authorities and other operators are key elements of successful domestic assistance work. You also have the right to decide on the provision of assistance in the event of sudden accidents and disruptions. The decision document is signed together with the branch's official signatory.

In this position, you will feel good when helping those in need of assistance who have experienced a sudden tragedy. You learn about your local cooperation networks, social and crisis emergency service employees and other parties that provide assistance. A mood sharing session held after an assistance operation is part of every operation, and you will receive additional support in the form of a debriefing, if necessary.



Your most important duties:

Maintaining your expertise by participating in domestic assistance training and, if possible, other assistance readiness trainings.

- Planning operating models for assistance operations and practising them together with emergency support volunteers.
- Implementing the provision of assistance in accordance with instructions during sudden accidents and disruptions and after such events.
- Participating in the branch's readiness planning.
- Preparing the required contracts with various service providers so that emergency support can be provided in the event of a sudden accident.

You will be supported by:

- The branch board, a readiness contact person and qualified volunteers
- The employee in charge of the district's emergency support services
- A nearby branch's domestic assistance contact person

Important information

Start with these:

- Basic course in domestic assistance
- Basic course on readiness to help
- Disaster Relief Fund rules and domestic assistance instructions
- Domestic assistance data protection guidelines

See also:

- Basic psychosocial support course
- Basic emergency support services course