volunteersmanagement

RhoK #3 Trento

Problem 44: Managing Volunteers after a Disaster

Targets

- Efficient management of volunteers in case of emergencies:

  – Organizing the volunteers network BEFORE a crisis

  – Maximizing the impact of volunteers efforts DURING the crisis, minimazing waste of human resources

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- **Organizations (NGOs)**
  - Top-level emergency manager

- **Members**
  - Manage volunteers on the field

- **Volunteers**
  - Ready to give a hand

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Random Hacks of Kindness
Hacking for Humanity

Organization

Members

Volunteers

Emergency Creation

Nearby volunteers called for action

Volunteers accept

Creates a task

Volunteers notified; carry out the task

Closes the task

time

Emergency closing

Features

- Real time interaction with volunteers (SMS and e-mail notifications)

- Easy-to-use web interface

- Organizations overviews all tasks

- Automatic assignment of volunteers to tasks depending on their skills

- Feedbacks to volunteers ensures trust

Next steps

- Interfacing with FaceBook Connect to

- Implementing a more advanced and automatic feedback system

- Improving algorithm for assigning volunteers to tasks (priority managment)

- Improving volunteer skills model