

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

- **Organizations (NGOs)**
 - Top-level emergency manager
- **Members**
 - Manage volunteers on the field
- **Volunteers**
 - Ready to give a hand

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Organization

Members

Volunteers

Emergency Creation

Nearby volunteers
called for action

Volunteers accept

Creates a task

Volunteers notified;
carry out the task

Closes the task

Emergency closing

time



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
- Implementing a more advanced and automatic feedback system
- Improving algorithm for assigning volunteers to tasks (priority management)
- Improving volunteer skills model