



VOLUNTEER SERVICE

FREQUENTLY ASKED QUESTIONS (FAQ)

About the Volunteer Program

The volunteer program was established to provide hands-on experience for individuals interested in supporting their community. We currently have two types of volunteers; core volunteers, who serve via emergency response functions, and auxiliary volunteers, a program designed for individuals that wish to provide service to their community in non-emergency role.

Types of Volunteers & Minimum Requirements

Q. What is the role of a CORE volunteer?

- A. The core volunteers support their community in an emergency response role. Duties include:

Drills, Classroom Training, Field Training

Core volunteers participate in fire and EMS related drills, and attend classes to attain and maintain necessary skills related to fire suppression, life safety, rescue operations, property conservation operations, clean-up projects, and other related activities.

Fire & EMS Service

Rehab unit staffing and response, medic standby, and water tender operations; responding to alarms; performing firefighter related duties, including the use of hoses, pumps, equipment, emergency apparatus, and tools; maintaining and testing apparatus, equipment, and facilities.

Community Activities

Participating in community activities, public education, standbys, fire watches, station tours, and other events that require positive public interaction.

Q. What are the requirements for a CORE volunteer?

A. The minimum requirements are:

- Must be 18 years of age or older.
- High school graduate or equivalent required.
- Must have a valid Oregon driver's license.
- Must pass criminal background check, reference check, pre-academy physical exam, and drug screen.
- Must live within TVF&R jurisdiction. See "About Us" at www.tvfr.com for TVF&R service area information.
- Must attend and successfully complete 100% of the academy, approximately six to ten weekends.
- Must be Fire Fighter I certified or have Fire Fighter I certification within one year of becoming a volunteer. District provided training.
- Must be an Oregon EMT-Basic or receive EMT-Basic certification within one year of becoming a volunteer. EMT-B certification costs may be reimbursed upon completion.

Successful candidates will also have the following:

- Key characteristics well suited to the philosophy and values of the District, including a strong community and customer-service orientation and high level of professionalism.
- Demonstrated use of good judgment and decision making.
- Excellent physical conditioning.
- An "unremarkable" criminal background and driving record.

Q. What is the role of an AUXILIARY volunteer?

A. Auxiliary volunteers are NON-emergency response volunteers. They work as a part of our dedicated team of professionals. Auxiliary volunteers may work once or twice a week or even a few times each year, depending on their area of interest and commitment. Duties include:

Community Service & Public Education

Activities may include participation in community events such as parades, educational booths, and other community liaison functions.

Volunteer Training

Activities may include staffing the Volunteer Recruit Academy, assisting with promotional processes, and computer training.

Administrative Support

Office assistance including data entry, mass mailing assistance, record maintenance, etc.

Antique Apparatus Program

Assist in the maintenance and repair function of the current antique fleet and participate in community events such as antique auto displays and parades.

Q. What are the requirements for an AUXILIARY volunteer?

A. The minimum requirements for auxiliary volunteers:

- Must be 18 years of age or older.
- High school graduate or equivalent required.
- Valid Oregon driver's license preferred.
- Must pass criminal background check, reference check, pre-academy physical exam, and drug screen.
- Must live within TVF&R jurisdiction. See "About Us" at www.tvfr.com for TVF&R service area information.
- Must attend all sessions of the volunteer academy specific to auxiliary personnel.

Successful candidates will also have the following:

- Key characteristics well suited to the philosophy and values of the District, including a strong community and customer-service orientation and high level of professionalism.
- Demonstrated use of good judgment and decision making.
- An "unremarkable" criminal background and driving record.

EMT Status

Q. Do you have to be EMT-B or EMT-P certified in the state of Oregon to be a combat volunteer?

A. It is not required for Auxiliary volunteers. It is required for Core volunteers, though not at the time of application. Core volunteers are required to obtain their certification within one year of graduating from the volunteer academy.

Q. How will you verify my EMT status?

- A. If you advance further into the hiring process, you must be able to show proof of EMT-B certification, proof of EMT-B course enrollment, or proof that you meet the basic math and English requirements to enroll in an EMT course at a local community college.

Q. How do I obtain proof that I am eligible to enroll in an EMT course?

- A. You can obtain confirmation by taking an Asset Test at a community college. Contact the Portland Community College office at 503-244-6111 to set up an appointment, or you may contact one of the other community colleges of your choice.

Q. What if my EMT certification is from out of state?

- A. If your certification is out of state, you should contact the State of Oregon Department of Human Services (Emergency Medical Services & Trauma Systems) to request the paperwork to establish reciprocity.

Q. How do I contact the state of Oregon?

- A. Click [here](#) for the State of Oregon Emergency Medical Services & Trauma Systems contact page.

Application Process

Q. Can I turn in an application any time?

- A. No. Applications for TVF&R Volunteer Recruit Academy, beginning in January 2010, were only accepted from September 14, 2009 through October 5, 2009. You may place your name and contact information on our interest list at any other time throughout the year.

Q. When is the application due for the 2010 (January) Academy?

- A. The application must have been received no later than 4:30 PM on October 5, 2009.

Q. Is it okay to hand-deliver the application?

- A. Yes, during open recruitment periods applications may be hand-delivered to the TVF&R Command & Business Operations Center, located at 20665 SW Blanton St., Aloha, OR 97007. Office hours are 8am-4.30pm, Monday through Friday

(excluding holidays). There is also a mail slot located on the front of the building; you may drop your application there after hours.

Q. Will you notify me when you receive my application?

- A. Yes, we will email you when we receive your online application form or if you attach the application to an email and email it to jobs@tvfr.com. If you mail or hand-deliver the application, you will not hear from us until we schedule a phone interview.

Q. What are your Administrative Office hours?

- A. We are open 8am-4.30pm, Monday through Friday (excluding holidays). You may also drop your application in the mail slot located by the front door.

Q. How many volunteers do you typically accept each year?

- A. The number of volunteers we accept each year, both core and auxiliary, depends on the number of vacancies at each volunteer station. For the January 2010 Academy, we anticipate bringing on 8-12 Core Volunteers. We also anticipate bringing an undetermined number of Auxiliary Volunteers for this academy.

Q. Do I need to live in the TVF&R District to serve as a volunteer?

- A. Yes, you are only eligible to become a TVF&R volunteer if you live within the TVF&R District boundaries (see our "About Us" on www.tvfr.com for more boundary information). To determine whether your address is within the TVF&R District, go to www.portlandmaps.com, enter your home address, click on the Assessor tab, and verify that TVF&R is listed under *Fire*.

Selection Process

Q. When will I know the status of my application?

- A. For the January 2010 academy, we expect that phone screening will be complete by the end of October. An email informing you of your status will likely be sent during the first week of November.

Q. What if I don't receive an email by the end of the first week of November?

- A. Please call our Command & Business Operations Center at (503) 649-8577 to determine your status.

(continued)

Q. When are Chief's Interviews?

- A. The first round of interviews will be for CORE VOLUNTEERS. These interviews have been scheduled for the evening of Thursday, November 12. If you are invited to the interviews, you will receive an email informing you of your interview check-in time.

Auxiliary Volunteers candidates will be invited to a separate interview process. If you are invited to the interviews you will receive an email informing you of this, and you will receive a phone call to schedule an interview.

Q. Will I receive a Chief's interview?

- A. Core Volunteer applicants that applied within the opening dates (position closed October 5, 2009), met the minimum qualifications, and followed the application instructions, were eligible for a phone interview. The list of individuals moving forward to Chief's interviews will be determined through the phone screening. After the phone interviews are complete all candidates that applied will receive an email notifying them of their status.

Q. Why was I disqualified?

- A. There were many applicants that did not meet the minimum qualifications. Most of those disqualified candidates lived outside of our District boundaries. A primary requirement was that candidates must live within the District jurisdiction. Candidates also must have a VALID drivers license, if your license is not valid, you did not meet the minimum qualifications.

Candidates were required to complete the application in full. If your application was missing the requested information, it was not considered.

If you received a phone interview, and you were not selected to move forward to the Chief's interviews: You met the minimum qualifications; however, there were many qualified applicants and only a few were selected to move forward to the interview process. We chose the candidates that best exhibited to us that they would be a good fit within our organization.

If you have further questions about the minimum qualifications, please review the first section of this FAQ.

Academy Schedule

Q. When, and how long, is the TVF&R Volunteer Academy?

- A. The next TVFR academy begins on January 30, 2010 for both Auxiliary and Core volunteers.

Auxiliary Academy Schedule: 1 weekend, 16 hours.

Core Academy Schedule: 2 weekends, 32 hours.
Additionally, core volunteers will be required to attend the Firefighter 1 Academy for 8 weeks beginning March, 2010.
The FF1 Academy will likely be on weekends and one evening each week.

Miscellaneous

Q. I have some convictions and some traffic violations in my history. How do I know if those will disqualify me from consideration?

- A. TVF&R does not apply any blanket policy to consideration of candidate conviction histories and driving records, but reviews circumstances on a case-by-case basis. Our considerations take into mind the obligations we owe to our citizens to protect them as well as what a conviction history and/or driving record says about a candidate's judgment, respect for the law, maturity and general character. Crimes against persons as well as property crimes are taken very seriously due to the access our volunteers have to persons and homes when called to a scene.

Q. I have some significant convictions in my past, but they do not represent the person I am today. How can I make sure those don't pose an obstacle to being selected for appointment?

- A. You must make a compelling case for why the District should consider you in light of your conviction history. You may do this on the application itself, or if you feel you can be more effective by attaching a separate statement, that is encouraged.

Q. If I live outside of TVF&R's boundary, but really close to one of your stations, can I apply?

- A. Unfortunately, no. You are not eligible to apply unless you live within our service boundary.

Q. I don't live within your District, but if I'm accepted as a volunteer, I will move into your District. Is that okay?

A. Unfortunately, no. You are not eligible unless you live within our service boundary. However, we anticipate future recruitments and you may apply once you reside within the District service area.

Q. If I have already been a volunteer at another fire department, do I still have to go through the entire academy?

A. Yes. All volunteer recruits must complete all required training, including the TVF&R academy.

Q. Do you have an Explorer or Cadet Program?

A. At this point we do not have an Explorer or Cadet program.

Q. Is there any age requirement?

A. Volunteers must be age 18 or older.

Q. How much do volunteers get paid?

A. IRS rules preclude us from paying our volunteers. However, we make every effort to reimburse for any expenses (the law allows) that you may incur while volunteering for us. One example of this is that we reimburse for mileage from your home to your station.

Q. I've heard that you reimburse for college, how does that work?

A. Yes this is one of the benefits of being a Core volunteer. With preapproval you may be eligible for reimbursement of classes that relate to fire service.

Q. If I still have more questions, may I call you?

A. Yes, or you can contact us by email via the Feedback & Questions form located on our website under Contact Us. Please check our website first as we update it frequently. Please direct telephone inquiries to the Command and Business Operations Center, at (503) 649-8577.