

Tracing Specialist

Volunteer Position Description

- Purpose:** The tracing specialist manages tracing cases with international involvement; works closely with other National Red Cross/Red Crescent Societies, Magen David Adom, the Israeli National Society, and with the International Committee of the Red Cross (International Tracing Services in Arolsen, Germany).
- Description of Duties:**
- Reviews tracing requests and provides service in accordance with American Red Cross Tracing Guidelines. Includes maintaining accurate and current case information and managing correspondence in an efficient and timely manner.
 - Interprets tracing policies and procedures, and provides general guidance regarding tracing approaches to American Red Cross chapter workers. Informs chapter workers of developments in issues of international tracing.
 - Provides own clerical support when necessary, including new case registration (computerized), retrieval of cases, typing (using word), and use of copy and fax machines.
 - Participates in staff meetings and in-service training.
 - Can involve Internet searches
- Qualifications:**
- Fundamental knowledge of social services or a related field preferred but not necessary
 - Strong written and verbal skills necessary
 - Ability to analyze, prioritize and manage a large volume of correspondence essential
 - Must have computer/typing skills
 - Must be prepared to handle frequent interruptions of work pace by chapter staff seeking assistance or the public requesting information and referral
 - Must be prepared for the fact that results will not occur overnight—tracing work is an exacting and slow process
 - Must be prepared to deal with emotional impact of work
- Time Commitment:**
- 4 hours a week minimum
 - Long-term commitment
- Orientation/Training:** General orientation, departmental as necessary
- Benefits to Volunteer:**
- Develop social services skills
 - Make connections with new people who are interested in making a difference
 - Be a part of a respected organization
- Location:** Central Maryland Chapter
- Supervisors:** Tracing Program Manager

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The mission of the American Red Cross is to provide relief to victims of disasters and help people prevent, prepare for, and respond to emergencies.

Please contact:

Department of Human Resources and Volunteers
(410) 624-2020
Volunteers@arc-cmc.org

American Red Cross
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Baltimore, MD 21215
www.redcross-cmd.org

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