



## Disaster Services Casework Aide *Volunteer Position Description*

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<b>Purpose:</b>	Provides emergency crisis assistance and referrals for disaster victims and their families.
<b>Description of Duties:</b>	<ul style="list-style-type: none"><li>○ Provide disaster casework services in accordance with established Red Cross regulations and procedures.</li><li>○ Conduct intake interviews and record pertinent information on established forms.</li><li>○ Assist disaster victims in the development of a realistic recovery plan.</li><li>○ Other client assistance duties as assigned by the ES Dept.</li><li>○ Assist in making bona fide referrals.</li></ul>
<b>Qualifications:</b>	<ul style="list-style-type: none"><li>○ Case management experience or current enrollment in a Human Services related course of study.</li><li>○ Sympathy, empathy and patience in helping people in crisis situations.</li><li>○ Good telephone etiquette</li><li>○ Legible penmanship</li></ul>
<b>Time Commitment:</b>	Minimum commitment: 1 day per week, 4 hours per day, Monday thru Friday.
<b>Orientation/Training:</b>	Will be on the job training and some standard training courses
<b>Benefits to Volunteer:</b>	<ul style="list-style-type: none"><li>○ Case management skills</li><li>○ Crisis response and recovery planning experience</li><li>○ Meet new people in a friendly environment</li><li>○ Be part of an internationally respected organization</li></ul>
<b>Location:</b>	Central Maryland Chapter
<b>Supervisors:</b>	Casework Manager
<b>Please contact:</b>	Department of Human Resources and Volunteers (410) 624-2020 Volunteers@arc-cmc.org  American Red Cross Central Maryland Chapter 4800 Mt. Hope Drive Baltimore, MD 21215 www.redcross-cmd.org

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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.*