



**American  
Red Cross**

## VOLUNTEER OPPORTUNITIES

### BLOOD SERVICES

**Apheresis Recruitment Volunteer:** Recruits apheresis donors in the refreshment area at blood drives and donor centers. Training is provided. Hours: flexible.

**Blood Drive Volunteer:** Assists Red Cross staff at blood drives and donor centers in providing good customer service to blood donors, greeting donors, escorting donors and serving refreshments to donors. Typical drive lasts 4-6 hours. Hours and locations: days/evenings/weekends. Flexible.

**Blood Drive Volunteer Scheduler:** Schedules other volunteers, in advance, to work at blood drives or donor centers. Work may be done at home or at Red Cross Headquarters. Hours: flexible.

**Customer Service Volunteer (CVS):** Generally needed at large blood drives or specially designated drives. The CVS plays a key in providing service excellence to the donors by assisting the nursing staff to ensure a smooth-running drive, by coordinating volunteer activities on behalf of the charge nurse, and welcoming and directing donors.

**Recognition Support Volunteer:** Assists staff in the recognition and retention of volunteer drivers. Hours: flexible. 4-8 hrs. per month.

**Telerecruitment Volunteer:** Assists staff in confirming blood donor appointments for upcoming blood drives. Hours: flexible. Location: Westminster

**Transportation Driver:** Transports collected blood from blood drives throughout Chesapeake Region to Red Cross Headquarters for processing. Transports processed blood from ARC Headquarters to hospitals in the Baltimore area using Red Cross fleet vehicles. Drivers also transport other volunteers and materials as necessary. Requires current MD drivers license. Hours: Commitment of one day or one evening/week, flexible. Seven days a week.

**Whole Blood Recruitment Volunteer:** Recruits blood donors for an upcoming blood drive. Will work with an Account Representative and/or a Donor Chair of a pre-selected group. Recruitment may be done from home or at the donor group's location. Training is provided. Hours: flexible.

### CLERICAL POSITIONS

There are general clerical volunteer opportunities in a number of departments. Answering phones, filing, collating materials, and data entry. Minimum commitment: 1/2 day a week. Monday thru Friday, 8:30 a.m.-5:00 p.m. Flexible hours.

#### DEPARTMENTS:

**Bone Marrow Program:** Assists with phoning potential donors, filing, data entry and collating packets of materials

**Donor Management:** Assists with general office duties.

**Marketing Communications:** General office duties: typing, filing, mailing in a fast paced environment.

**Reference Lab:** Files daily records on blood product preparation in the Laboratory. Labels bio-hazard boxes, assembles manila tags and boxes and completes log book, as assigned.

**Special Project Volunteer Groups:** Through the Office of Volunteers, groups assist various departments in monthly, quarterly, or yearly projects in a wide variety of ways: assembles schedules, prepares mailings, makes survey calls and collates first-time donor kits. Training and support is provided. Hours: time commitment is specific to project and can be arranged to be mutually convenient for the volunteer.

**Specialized Patient Services:** Assist staff with phones, customer service and filing.

## **EMERGENCY SERVICES**

**Administrative Assistant:** Provides general administrative and clerical support to the Emergency Services staff. Assists in the maintenance of office records. Hours are flexible, 8:30 a.m. and 5:00 p.m., Monday-Friday. However, prefer ability to work a morning or afternoon each week.

**Armed Forces Emergency Services Casework Aide:** Provides vital emergency communications link between service members and their families. Extensive training provided. Aides obtain information, verification and prepare messages. Majority of work performed by telephone. Hours: flexible, Monday through Friday, 8:00 a.m.-4:00 p.m. on military installations, and 8:30 a.m.-5:00 p.m. at Chapter Headquarters. NOTE: Most chapter work is now done by contract.

**Communications Associate:** Manages the Emergency Services cellular telephone, pager and radio system. Keeps track of inventory, issues equipment, coordinates maintenance, updates rosters/programmable units. Reviews monthly bills and tracks usage rates. Dedicated office space provided at Chapter Headquarters. Hours are flexible, between 8:30 a.m. and 5:00 p.m., and require 1-3 per week.

**Community Disaster Education Presenter:** Provide presentations to targeted/general audiences on hazard-specific topics using Red Cross materials. Excellent communication skills required. Materials and limited training provided. Hours: As scheduled. Possible daytime, evenings, and/or weekends. Location: Chapter-wide

**Disaster Action Team (DAT) Dispatcher:** Insures that requests for American Red Cross disaster assistance are responded to within two hours of notification. Must have effective communication skills, leadership skills and the willingness to take direction and complete assigned tasks. Must have access to a telephone. Training provided. Hours: 5:00 p.m. through 8:30 a.m. during the week and 24 hours a day on Saturday and Sunday. Must be 18 years of age.

**Disaster Action Team Member:** Responds with one or more team members to local single/multiple family disasters within two hours or less of notification. At disaster site: conduct preliminary damage assessment; assess client immediate, emergency needs and personal resources ensuring basic sheltering, feeding, clothing, and medical needs are met. Extensive basic training (18 hours) provided. Basic identification/safety equipment provided. Opportunities to utilize/develop specialized skills. Hours: Disaster response based on availability. Teams meet once per month. Locations: Chapter-wide. NOTE: Conditions vary depending on time of day, season, type and magnitude of disaster.

**Disaster Instructors:** Provide Basic training to local DAT/DSHR members in a variety of functions. Opportunities for promotion to Intermediate/Advanced Instructor locally, statewide, nationally with appropriate additional training, experience, mentoring/monitoring, recommendations and approvals. Open to local DAT/DSHR members in good standing with appropriate training and experience. Applicants must successfully complete (1) *Fundamentals of Instruction and Facilitation* and (2)

*Disaster Instructor Specialty Training*, and be authorized by the Chapter to teach. Hours: Courses scheduled week nights/weekends. Locations: Chapter-wide.

**Disaster Mental Health Worker**: Provides emotional support and short-term assistance to disaster workers and clients. Must be a licensed psychologist, social worker, or R.N. (with extensive psychiatric nursing background). Pre-requisite training includes "Intro to Disaster Services" and "Disaster Mental Health I." Hours: vary.

**Disaster Nurse**: Assesses health needs of disaster victims and provides emergency, preventive health and emotional support to disaster victims and their families. Four levels of participation include general on-call nurse, specific on-call nurse (carries emergency nursing pager), nursing supervisor, and nursing instructor. Hours: vary.

**Disaster Services Human Resource System Member**: Opportunities to respond to major disasters - Locally (minimum 1 day commitment); statewide (minimum 7 day commitment); Nationally (21 day commitment preferred). Qualified applicants must: (a) be a local DAT member in good standing; (b) meet National training/experience criteria; (c) be in good health; (d) be able to travel on short notice; and (e) be able to function under adverse conditions as a team member. Flexibility and maturity a MUST. Current First Aid/CPR certification required. Travel, lodging, and meal expenses provided. **Note: Conditions vary depending on time of day, season, type and magnitude of disaster.**

**Emergency Assistance Home Visitor**: Working in teams with other staff, make scheduled visits to disaster sites with clients to: perform detailed damage assessments; review losses; provide immediate, emergency assistance. Training provided. Hours: flexible. 8:30 a.m. - 5:00 p.m., Monday - Friday. Locations: Chapter-wide.

**Emergency Services Committee Coordinator**: Provides administrative support to the Director of Emergency Services and the Emergency Services Committee. Maintains committee roster, does monthly meeting minutes, coordinates monthly meeting, and prepares correspondence as required. Majority of work performed from home. Home computer with internet access a plus. Hours 1-3 per week.

**International Social Services Tracing Aide**: Provide meaningful assistance to persons seeking information or reunification with family members separated by major disaster, war, political strife, etc. Aides interact with inquirers in person, in writing, or by telephone, and prepare written requests for information sent to other Red Cross chapters or other international Red Cross/Red Crescent/Red Star of David societies. Also, deliver responses to inquirers and messages to sought persons. Training provided. Hours: Flexible. 8:30 a.m. - 5:00 p.m., Monday - Friday. Location: Chapter Headquarters.

**Logistics Associate**: Manages the Emergency Services disaster supplies and community disaster education materials. Works at Chapter Headquarters. Hours are flexible, between 8:30 a.m. and 5:00 p.m., Monday-Friday. Requires 2-4 hours per week.

**Transportation Associate**: Manages the Emergency Services vehicle fleet. Keeps track of inventory, issues equipment, coordinates maintenance, insures regulatory compliance. Reviews monthly usage rates and operational costs. Makes recommendations on vehicle replacement. Dedicated office space provided at Chapter Headquarters. Hours are flexible, 8:30 a.m. and 5:00 p.m., Monday-Friday. Requires 1-3 hours per week.

**Veterans Administration Volunteer Services**: Provide direct/indirect services to veterans at Baltimore City inpatient/outpatient VA facilities. Tasks can include direct interaction with patients, clerical support, and/or escort service. Hours: flexible. 8:30 a.m.-5:00 p.m. at either Greene Street or Loch Raven Boulevard sites.

## FINANCE DEPARTMENT

**Finance/Accounting Intern:** Assists staff with accounting duties in Finance Department, e.g., account analysis, account reconciliation, bank reconciliation, closing entries, report generation, etc.

## FINANCIAL DEVELOPMENT

**Clerical:** Assists in the timely acknowledgement of gifts. Involves folding, stuffing notes and record keeping. Data entry of contributor information. **Hours:** Monday - Friday, 8:30 a.m.-5:00 p.m. or morning/afternoon.

**Data Entry Clerk:** Data entry of basic contributor information. **Hours:** Monday - Friday, 8:30 a.m.-5:00 p.m. or morning/afternoon. **Minimum** of 4 hours a day at least 2 days a week.

**Grant Writer Intern:** Researches, writes and edits grant proposals and related articles and press releases. Conducts interview with program staff and participants.

**Prospect Research Volunteer:** Assists Chapter fundraising - researches biographical, historical, financial and philanthropic background of individuals, corporations, foundations, etc., prepares research reports and background materials on individual prospects, and enters research material into computer program.

**Special Events Project Volunteer:** Assists in coordinating special events and promotions. Contacts prospective sponsors. Marketing and/or sales skills needed. **Hours:** time commitment varies from project to project, and schedule can be arranged.

**Special Project Volunteer Groups:** Assist in yearly campaigns to raise funds, such as golf tournaments, thank-a-thons, etc., Training and support is provided. **Hours:** time commitment is specific to project and can be arranged to be mutually convenient.

## HEALTH SERVICES

**Equipment Aide:** Assists in preparation of equipment and supplies for courses and other health services. **Hours:** Wednesdays only, 8:30 a.m. - 5:00 p.m.

**Facilitator/Instructor** (Safe Kids/Safe Families and Safety for Older Adults programs) Makes presentations, teaches and provides safety skills to children and older adults (6-hour or 12-hour presentations).

**HIV Research Assistant:** Assists in the identification of and coordination with local HIV/AIDS organizations in developing collaborations for disease prevention education. The volunteer will also coordinate with local Red Cross certified HIV instructors.

**HIV Prevention Instructor:** Teach HIV/AIDS Prevention courses as part of the department's community outreach activities, including regularly scheduled courses at Red Cross offices and community training projects.

**Instructor:** Conducts Red Cross Health & Safety courses for the community, including Standard First Aid, CPR, Babysitter's Training, Lifeguard Training and Crime Avoidance. Courses are taught at Red Cross offices or as part of training projects for community groups. **Hours:** vary - days, evenings, weekends. Must commit to teaching 6 courses each year.

**Reading Test Volunteer:** Assist instructors with administrating SRA reading test.

**Nursing Role Model and Mentor:** Serves as nursing role model and mentor while screening nurse assistant students in measuring blood pressure, temperature, pulse, and respiration, as well as bed making and bathing. **Hours:** flexible.

**Office Aide:** Provides general office support for the daily operation of Health Services. **Hours:** Monday-Friday, 8:30 a.m.-5:00 p.m. or morning/afternoon shifts.

## **HOLOCAUST & WAR VICTIMS TRACING AND INFORMATION CENTER**

**Office Support Staff:** Provides assistance in a number of areas: answering the telephone, clerical tasks, assisting with setting up for in-service programs, etc. This position is of crucial importance to the functioning of the Center. **Hours:** 8:30 a.m. -5:00 p.m. or morning/afternoon shifts.

**Case Analyst Assistant:** Responsible for registering cases and incoming mail into computer system in an accurate and complete manner and maintaining data integrity. **Hours:** Monday-Friday, 8:30 a.m. - 5:00 p.m. or morning/afternoon shifts.

**Tracing Specialist:** Takes inquiries, reviews requests for tracing services and provides service in accordance with American Red Cross tracing guidelines. Manages correspondence with other National Red Cross/Red Crescent Societies. Must have computer/typing skills and commit to at least one half day per week. **Hours:** Monday-Friday, 8:30 a.m. to 5:00 p.m.

**Research Assistant:** Responsible for maintenance of a database resource file. Will assist staff and general public in resolving information requests. Some visits to local libraries. Must have computer skills and commit to at least one half day per week. **Hours:** Monday-Friday, 8:30 a.m. to 5:00 p.m.

**Translator:** Responsible for translating documents from English to German, English to Polish, and from German, Hebrew, Yiddish, Russian, Polish, Czech, Hungarian, Ukrainian, French, Italian, or Spanish to English. **Hours:** Monday-Friday, 8:30 a.m. - 5:00 p.m., or morning/afternoon shifts.

**Special Projects:** Plan special educational events and trips for Tracing Center volunteers. **Hours:** flexible.

**Internship:** Tracing Specialist or Research Assistant

## **MARKETING**

**Website Volunteer:** Assists with updating and marketing the Chapter Website. May write copy for the site, provide technical support (HTML, javascript, etc.), and/or identify opportunities to market the site through the Internet. **Hours:** Flexible; some work may be done from home.

## **PUBLIC RELATIONS:**

**Fred Cross Mascot:** Help communicate the Red Cross message to Central Marylanders. Volunteers wear a costume at public events, parades, schools, and neighborhood centers. Fred Cross also assists Red Cross instructors in educating children about fire safety, preventing injuries and other Red Cross programs. **Hours:** flexible - days, evenings, weekends.

**Speakers:** Promote the Red Cross by making presentations and giving talks as a Speaker's Bureau Volunteer. Training offered. **Hours:** vary - weekdays, weekends

**Photographer:** Take pictures at Red Cross events or at Red Cross emergency response sites. **Hours:** vary - weekdays, weekends. Experience necessary.

## **RED CROSS MULTIPLE SCLEROSIS BOWLING PROGRAM:**

**M.S. Bowling Aide:** Supports clients of the Red Cross Multiple Sclerosis bowling program which meets at Perry Hall Bowling Lanes. This therapeutic program helps M.S. clients both physically and socially. Volunteers help pick up and handle bowling balls.

## **YOUTH SERVICES**

**Leadership Trainer:** Create curriculum and facilitate leadership trainings for middle, high, and college students.

**Red Cross Clubs/Corps:** Join or create a Red Cross Club/Corps in your middle/high school or college committed to serving the Red Cross mission. Hours: varied.

- Leadership training for Young Agents of Change provided for Club/Corps leaders.

**Refugee Youth Project:** Partner with Baltimore area refugees for cultural exchange, academic mentoring, English training, sports activities. Training required: Hours: Tuesdays/Wednesdays.

**Speak Out! Ambassador:** Speak to groups about Red Cross programs and services while receiving valuable verbal and written communications training. Training required. Hours: varied.

## **INTERNSHIPS**

Volunteer internships for college students (Juniors or Seniors) are available in the following areas. These are non-paid internships for 8-10 hours a week.

Accounting/Finance

Business Administration

Communications

English

Fund Raising (Finance/legal type)

Tracing Specialist

Health Services/Community Health Education

Journalism

Marketing: Website Development

Social Work

Youth Services/Program Assistant

Volunteer positions for high school students who need service learning hours are also available.

All volunteers will receive thorough orientation to the Red Cross and specialized training by the departments to adequately prepare them to perform the job of their choice. Volunteers may hold several positions at one time or select another position should their original position no longer interest them.

For further information, please call the Office of Volunteers, Central Maryland Chapter of the American Red Cross on weekdays between 8:00 a.m. and 4:30 p.m. at:

**(410) 764-4602 or 1-800-272-0094  
or [Volunteers@arc-cmc.org](mailto:Volunteers@arc-cmc.org)**

**Together we prepare**