



American Red Cross
National Capital & Greater
Chesapeake Region

Disaster Services: Recovery Team Member- Bilingual, Spanish & English: The National Capital and Greater Chesapeake Region of the American Red Cross, seeks adult volunteers fluent in the English and Spanish languages to join our team in Disaster Cycle Services. (Maryland, Delaware, District of Columbia, and Northern Virginia). We're looking for volunteers to support the recovery of disaster affected individuals, households, and communities by providing referrals, advocacy, and financial assistance through the Red Cross case management system.

About the American Red Cross: The American Red Cross, founded May 21, 1881, a non-profit organization, prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

Volunteer Responsibilities:

- Conduct Intake by interviewing the client and opening a case in the Red Cross on-line system
- Provide financial assistance to qualified clients, internal referrals, and/or community referrals
- Conduct Follow -up and Recovery Planning Services
- Assist with problem-solving and advocacy on request
- Document services following Red Cross standards and procedures
- Services may be provided in person or virtually
- Complete the required virtual self-paced training (9 hours of training total)

Time Commitment:

- Minimum commitment of 4 hours a week or more
- Be available several days of the week, 4 hours per shift
- Monday thru Friday and some weekends when in response to larger disasters such as multi-family fires

Qualifications: Required

- Must be 18 years of age or over
- Able to speak clearly on phone and in person, able to read, write and follow verbal and written instructions in English and Spanish languages
- Willing and able to volunteer in person before, during, and/or after a disaster event
- Able to work in a continuously changing environment in which work priorities may change frequently
- Comfortable interacting with people from various diverse backgrounds whose lives have been disrupted and many are presenting immediate needs
- Kind, caring, resourceful and knowledgeable, able to serve the client with care, comfort, and concern
- Comfortable learning new on-line case management systems and experienced with Microsoft Office products
- Able to stand and/or sit for two-hour periods, work for long periods on a computer and/or reading small print and/or writing
- Valid Driver's License (required for Divisional and National Deployments)
- Available to sign up for shifts on consecutive days (shifts may be 4, 8 or 12 hours long)
- Willing to complete 9 hours of training required for the position, training resources available in English and Spanish

How to Apply: visit www.redcross.org/volunteer to apply

Questions: Contact Kristi Giles, Sr. Recruitment Specialist Kristi.giles@redcross.org 410-914-9154