



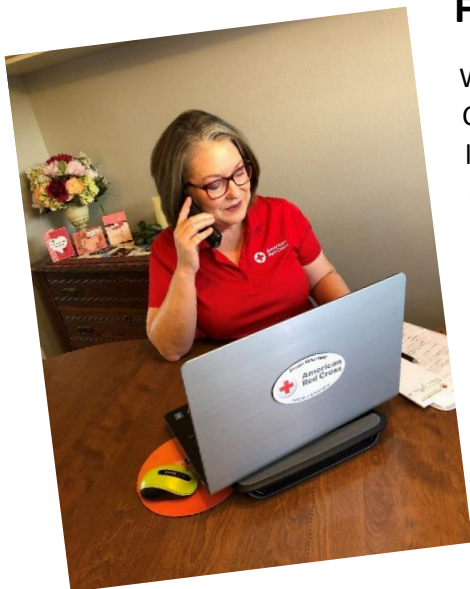
American Red Cross
of Idaho, Montana and
East Oregon

Service to the Armed Forces **Hero Care Volunteer Casework Positions**

Through all phases of an individual's involvement with the military -- from the very first day of enlistment, during enlistment/active service, and after active service as veterans – the American Red Cross Hero Care Network is there providing communications services and critical support. All over the world, 7 days a week, 24 hours a day, 365 days a year, our **Service to the Armed Forces (SAF) Caseworkers** offer assistance available for members of the military, veterans, and their families as they prepare for, cope with, and respond to the challenges of military service.

Family Contact Cards

When an individual enlists in the military, he/she provides the Red Cross with contact information of family members. Our volunteer **Family Contact Card Caseworkers** reach out to these military families to educate them regarding available Red Cross support programs, with an emphasis on emergency communication services. Most volunteers in this position are assigned an average of 15 cases per week, each taking an estimated 10-20 minutes – always on your schedule – with the expectation that each family is contacted within 7 days of assignment via telephone and/or email followed by USPS or other mailings.



Family Follow-Up Casework

When a military member or their family has an emergency, the Red Cross provides a service called Emergency Messaging, offering a lifeline of communications, which includes providing the military member's command with third party independent verification of the emergency. Much of this is handled by a national 24/7 call center. Subsequently, local volunteer **Family Follow Up Caseworkers** review case notes and contact the family to assure messages are being delivered, answer questions, and lend a friendly voice to the Red Cross service, essentially making sure all client needs are being met. Cases come in on an irregular, unpredictable nature, so volunteers assume responsibility for cases that become active on dates they pre-select as being available, with the goal to close cases within 7 days of initial activity.

Critical Community Services Casework

When a veteran, service member, or military family is facing financial or other resource troubles, they often turn to Red Cross. The range of needs and severity of conditions varies, but generally deals with housing, utilities, food, Veteran Administration (VA) benefits, or bills that cannot pay for various reasons. Our volunteer **Critical Community Service Caseworkers** partner with these individuals to assess needs, determine if assistance is warranted, and help to facilitate introductions to local and national

resources, often becoming an advocate along the way. This assistance may take the form of making telephone calls, sending emails, arranging transportation, aiding in the completion of paperwork, etc. Cases come in sporadically so are assigned on a rotation, with expectation that the assigned volunteer stays on the case for as long as required toward resolution.

Hero Care Network Contingency Member

Be a part of the on-call volunteer staff for the Nation! When a disaster or other event causes increased calls to the Hero Care Network, help support from the comfort of your own home.

QUALIFICATIONS – Applies to all three Service to the Armed Forces Hero Care Network casework situations: Family Contact Card Casework, Family Follow Up Casework, Critical Community Service Casework.

- Ability to work independently, including following and implementing requests with minimal direct supervision, along with flexibility to adapt to change, negotiating compromises and tolerating ambiguity.
- Commitment to the mission of the Red Cross, including values, fundamental principles, etc.
- Strong oral and written communication skills, including telephone and computer skills needed to gather, organize, and disseminate information.
- **Willingness to use home computer, Internet, etc. An @redcross.org email will be provided, as necessary.**
- Ability to build effective relationships and be sensitive in human interactions to diversity inclusiveness.
- Flexible availability as needed, including during normal business hours, weekday evenings and weekends, in Red Cross office and/or work from home. May be asked to support pre- and post-deployment Yellow Ribbon events, familiarizing eligible clients of Red Cross services.
- Customer service orientation, tenacity, compassion, strong listening skills, attentiveness to details, etc.
- Zero-to-Hero training provided! You will complete 6-to-8 hours of online courses, followed by assignment of a fellow volunteer for additional side-by-side training and guidance.
- After training, the time commitment is an average of 5 hours per week with a committed schedule.



Benefits include (but not limited to) resume building, giving back to others, learning new skills, gaining communications experience, meeting new people, etc.

Our volunteers are all heroes. We look forward to welcoming you to the team!

To learn more about this vital volunteer role – and many of the volunteer opportunities available with the Red Cross – please email IDMT.Recruiting@redcross.org or call/text 406-493-8778.