



DCS: Recovery Care Service Associate - Greater Columbus Chapter

Opportunity Detail

Purpose: Provide Follow up and Recovery Planning Services, including referrals, for individuals and households following regional events - primarily home fires.

Location(s): ARC of Greater Columbus

Responsibilities:

- Conduct follow-up for clients within 72 hours of case being opened by Disaster Action Team or Caseworker.
- May also conduct Intake and provide Financial Assistance to qualified clients if case was not opened by DAT
- Conduct Follow-up and Recovery Planning Services
- Provide Internal Referrals and External Referrals.
- Assist with problem-solving and advocacy upon request
- Use RC Care to document services according to the Client Care Program Standards and Procedures and RC Care Job Tools.
- Services may be provided in person or virtually.
- Work with community recovery partners to plan for community recovery needs and long-term recovery activities.

May also have a REC/CARE/SA GAP in addition to steady state role.

Qualifications: Preferred qualifications:

- Able to treat clients with care, comfort and concern.
- Demonstrated commitment to the mission of the American Red Cross.
- Demonstrated ability to work well in stressful situations and in a team-oriented setting.
- Demonstrated interest in learning about community resource organizations.
- Treats people equitably and works effectively with diverse populations
- Comfortable with technology

Relationships: Works with Recovery Team Leaders and Members

Development Opp: Based on skill and interests, become a Recovery Team Leader or get a GAP and deploy nationally

Training:

Required:

- Disaster Cycle Services: An Overview
- RC Care: Caseworker Curriculum
 - Client Care Program Overview
 - Detailed Damage Assessment for Disaster Action Team Response Operations
 - Client Care Program: Disaster Client Intake
 - Client Care Program: Conducting Follow-up
 - Client Care Program: Recovery Planning
 - Client Care Program: Providing Referrals
 - Shelter Resident Transition with RC Care
- Everyone is Welcome
- Concept of Operations Basics

Recommended:

- Psychological First Aid: Helping Others in Times of Stress

The American Red Cross aspires to be an organization fully committed to diversity and inclusion by creating and maintaining a diverse, high-performing workforce of employees and volunteers who reflect all communities we serve; by cultivating a collaborative, inclusive and respectful work environment that empowers all contributors; and by leveraging diverse partnerships – all of which helps to ensure culturally competent service delivery supported by effective community leadership and engagement.