

VOLUNTEER POSITION DESCRIPTION

Pikes Peak Chapter

Location	Chapter, Service Center, Disaster Relief Operation (DRO) Headquarters, Shelter, Response Center, Hospital, Outreach in urban and rural areas, client homes, vehicle (ERV)
Position Title	Disaster Services Human Resources Client Casework Associate
Purpose	This position will evaluate needs of clients, providing disaster relief assistance/services and maintaining records for clients.
Key Responsibilities	<ul style="list-style-type: none"> • Willing to support Red Cross mission • Conduct interviews to determine all disaster-caused and disaster-aggravated emergency needs • Document the interview and any assistance provided, and completes assignment and interview in a timely manner on the appropriate case record/form • Maintain confidentiality of client information at all times • Provides emotional support through the interview process • Provide appropriate Red Cross assistance to meet the identified needs by making appropriate referral, issuing Form 140C Disbursing Order (DO) and/or issuing a Client Assistance Card (CAC) • Follow and implement requests and direction received from your supervisor and administration • Seek guidance from your supervisor as necessary and appropriate • Inform the client of any resources and where to apply for them • Complete supplementary forms as required
Qualifications	<ul style="list-style-type: none"> • Able to read, communicate effectively verbally and in writing, including being able to write legibly when completing forms • Ability to manage multiple priorities and tasks simultaneously • Proficiency in using computers • Able to promote, develop and maintain productive and amicable working relationships with diverse individuals and groups, including peers and supervisors • Be sensitive in human interactions to diversity and inclusiveness • Ability to communicate with clients in a sympathetic and caring manner
Training	<ul style="list-style-type: none"> • New Employee and Volunteer Orientation • Fulfilling Our Mission: Turning Compassion into Community Action • Mass Care Overview • Fundamentals of Disaster Assessment—on-line portion • Client Casework: Providing Emergency Assistance • Shelter Operations • Shelter Simulation
Appointed by	<ul style="list-style-type: none"> • Emergency Services Director
Reports to or Partners with	<ul style="list-style-type: none"> • Client Casework Lead • DOD, Team Members, clients, Mental Health, Health, Mass Care, Material Support Services, and other DRO groups
Length of Appointment	<ul style="list-style-type: none"> • Minimum one year, renewable
Time Commitment	<ul style="list-style-type: none"> • Minimum one day per month, variable
Development Opportunities	<ul style="list-style-type: none"> • Community networking • Enhance personal, organizational, leadership skills • Eligible for advancement to leadership position

I understand the responsibilities and qualifications of this position, and agree to fulfill them to the best of my ability.

Print Name

Signature

Date

Revised date _____