



VOLUNTEER POSITION DESCRIPTION TEMPLATE

Position Title	Caseworker	
Location	Territory	
Region/SAF Unit	Texas Gulf Coast Region	
FOCIS Category	Disaster Services	
Volunteer Availability (check all that apply for position)		
<input type="checkbox"/> Volunteer in the office	<input type="checkbox"/> Volunteer from home	
<input type="checkbox"/> During business hours (daytime, M-F)	<input type="checkbox"/> On weekends and/or evenings	
	<input type="checkbox"/> Flexible	
<input type="checkbox"/> Only during a large disaster response	<input type="checkbox"/> Project-Based	
<input type="checkbox"/> Respond to disasters that happen every day (these shifts are typically all night and/or all weekend)		
Volunteer Interests (check all that apply for this position)		
<input type="checkbox"/> Respond to disasters	<input type="checkbox"/> Interact directly with clients	<input type="checkbox"/> Work independently
<input type="checkbox"/> Teach & train others	<input type="checkbox"/> Prepare community	<input type="checkbox"/> Work with a team
<input type="checkbox"/> Support the military	<input type="checkbox"/> Work with technology	<input type="checkbox"/> Lead a team
<input type="checkbox"/> Work with logistics	<input type="checkbox"/> Help with special events	<input type="checkbox"/> Interact with the media
<input type="checkbox"/> Be out in the community	<input type="checkbox"/> Work with government partners	<input type="checkbox"/> Apply a specialized skill
<input type="checkbox"/> Offer administrative support	<input type="checkbox"/> Work with numbers/data	<input type="checkbox"/> Place/manage volunteers
<input type="checkbox"/> Fundraising		
Volunteer Benefits (check all that apply for this position)		
<input type="checkbox"/> Meet new people	<input type="checkbox"/> Give back to others	
<input type="checkbox"/> Build resume	<input type="checkbox"/> Have fun	
<input type="checkbox"/> Learn new skills	<input type="checkbox"/> Explore a career	
<input type="checkbox"/> Gain leadership experience	<input type="checkbox"/> Get to know the community	



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Purpose	Caseworkers provide assistance to clients following a disaster/fire event, including financial assistance, referrals to local resources and discussion of the family's recovery plan. Caseworkers verify a family's needs, justify the assistance given and document the assistance provided in the case record.
Key Responsibilities	<p>Conduct interviews by phone and in person to determine disaster caused needs</p> <p>Provide emotional support during follow up interview with clients</p> <p>Advocate for clients - provide appropriate referrals to community organizations and agencies for any unmet needs</p> <p>Work with Disaster Health Services and Disaster Mental Health volunteers to meet clients health and mental health needs</p> <p>Update Client Assistance System (CAS) with appropriate information in a timely manner</p> <p>Maintain confidentiality of clients at all times</p> <p>Seek guidance from Regional Recovery Manager as needed</p>
Relationships	Response and Recovery
Qualifications	<ul style="list-style-type: none"> Ability to communicate effectively both verbally and in writing Ability to manage multiple priorities and tasks simultaneously Ability to communicate with clients in a sympathetic and caring manner Ability to promote, develop, and maintain productive and amicable working relationships with diverse individuals and groups Must be flexible in various situations and work settings Proficiency in using computers
Training	<ul style="list-style-type: none"> Required - Disaster Services: An Overview Required - Recovery Services: An Overview Required - Casework and Recovery Planning Fundamentals Required - Client Assistance System (CAS 2.0): An Introduction Required - Client Assistance System (CAS 2.0): Creating and Editing Cases Required - Client Assistance System (CAS 2.0): Issuing Assistance Recommended - Psychological First Aid Recommended - Disaster Assessment Fundamentals Recommended - Disaster Action Team Fundamentals
Appointed by	SDPM/DPM/DPS
Reports to or Partners with	Lead Caseworker, DPM/DPS, Regional Recovery Manager
Length of Appointment	Based on availability
Time Commitment	Based on availability
Development Opportunities	<ul style="list-style-type: none"> Casework Supervisor Deployment on a National Operation

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



**American
Red Cross**

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Print Name

Signature

Date

Revised date _____