

Service to the Armed Forces: Casework Follow-up

Fulfill your passion for supporting our nation's military, veterans and their families!

Purpose

Provide client services to military members, veterans and their families including emergency communications; information and referral; access to financial assistance; and family follow-up services.

Commitment

Flexible, with a scheduled commitment

Complete Training Provided (Both in-person and on-line)

Responsibilities

- Interview callers to coordinate requests for service
- Perform outbound activities including obtaining verifications, delivering messages and coordinating case management services with the jurisdictional chapter/station
- Maintain strict confidentiality of all case notes
- Determine eligibility for Red Cross services by assessing client needs
- Acquire a working knowledge of local, state and federal resources aiding military members, families and veterans

Qualifications

- Awareness of and appreciation for military culture, military families, and veterans' issues
- Ability to treat people with respect under all circumstances and instill trust in others
- Ability to apply active listening skills and employ reasoning and questioning strategies to capture, analyze, and interpret information from clients, staff, and management
- Good computer skills to include use of Internet search tools
- Effective interviewing skills and a sound knowledge of telephone and in-person etiquette



American Red Cross
Minnesota Region

To Apply For The Caseworker Position Please Go To:

<http://www.redcross.org/local/minnesota/volunteer>

and click on "Apply To Volunteer"

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If You Have Any Questions, Please Send Them To:

arctc.vsvolunteer@redcross.org