



**American Red Cross**

Augusta Chapter

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## **Armed Forces Emergency Services**

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**Reports to:** Margaret McCord, Emergency Services Assistant Director

The Armed Forces Emergency Services department provides communication services to keep military personnel in touch with their families during emergencies. They also provide eligible applicants access to military aid society financial assistance, such as Army Emergency Relief, Navy-Marine Corps Relief, and Air Force Aid. Caseworkers are available 24 hours a day, seven days a week.

**Current Opportunities:**

- Service to Armed Forces & Veterans Case Worker
- Get To Know Us Before You Need Us Presenter

**Position Title:** Service to Armed Forces & Veterans Case Worker

**Department:** Services to Armed Forces & Veterans/Emergency Services

**Reports to:** Emergency Services Assistant Director

**Purpose:** To provide emergency communications between military personnel and their families

**Time Commitment:** Flexible between 9 a.m. – 5 p.m.

**Key Responsibilities:**

- Willingness to support the Red Cross Mission
- Assist in handling military cases by telephone or walk-ins
  - Maintain confidentiality of caller and service member
  - Conduct interviews to obtain relevant information to process request
  - Verify information received from the families
  - Complete necessary documentation
  - Route the message to the appropriate Red Cross authorities
  - Ensure case is completed
- Follow up with families that utilized Red Cross services either by mailing surveys or telephone interviews
- Assist and attend meetings at the Ft. Gordon Red Cross office

**Qualifications:**

- Belief in the Red Cross Mission and fundamental principles
- Diligent and organized
- Excellent communication and people skills

**Position Title: Get To Know Us Before You Need Us (GTKU) Presenter**

**Department:** Services to Armed Forces & Veterans/Emergency Services

**Reports to:** Emergency Services Assistant Director

**Purpose:** The Red Cross Get To Know Us Before You Need Us campaign reaches out to members of the Armed Forces, including National Guard and the Reserves, who live in our local area. This program introduces Red Cross services to the deploying military service member and his/her family.

**Time Commitment:** Flexible presentations can be from 10 minutes – 30 minutes but may require attendance for 2-4 hours

**Key Responsibilities:** Volunteers are needed to make these "GTKU" presentations to military groups and family members, making them aware of Red Cross military services. These services include emergency communications, referrals for emergency financial assistance and counseling.

**Qualifications:**

- Belief in the Red Cross Mission and fundamental principles
- Diligent and organized
- Excellent communication and people skills
- Enjoy public speaking