



American Red Cross
National Capital & Greater
Chesapeake Region

TOP VOLUNTEER POSITIONS: RESUME BUILDING GUIDE



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OVERVIEW

Welcome and thank you for becoming an American Red Cross volunteer. With 90% of our workforce consisting of dedicated individuals like yourself, we want to thank you for continuing our mission to prevent and alleviate human suffering wherever it may be found.

As a show of our gratitude, this guide was created to help you showcase your important experience as a volunteer and apply the lessons you've learned to future endeavors. Whether you are continuing your service within our organization, pursuing a career path, or even if the road leads you in a completely different direction, we want to help you be prepared.

This guide examines the most common volunteer positions, highlighting example skills learned during your experience that can be added to your professional resume. Also included are a few free Red Cross courses available to further your success in these positions. These courses can be accessed through the Volunteer Connection website using both EDGE and Precipio.

Blood Donor Ambassador

Position Overview:

By providing excellent and enthusiastic customer service to enhance the blood donor experience, volunteers encourage returning blood donations.

Responsibilities:

- Welcoming and greeting donors
- Confirming donation appointments
- Checking-in donors and going through necessary information pamphlets
- Monitoring the status of donors and direct flow of waiting donors
- Thanking them for their life-saving donation

Resume Key Phrases

- "**Provided efficient administrative support** through patient appointment portal, answering patient inquiries, and monitoring donation center operations"
- "**Created a welcoming environment** for incoming patients as well as established a positive exit impression for completed donors"
- "**Ensured a clean and organized donation and recovery environment** for staff and patients"

Relevant Courses

- Customer Service: Strengthening Your Service Skills
- Essential Skills for Client-Facing Workers
- Assisting Fainting Donor

Blood Services Transportation Specialist

Position Overview:

Transporting blood and blood products to their designated location in a safe and timely manner

Responsibilities:

- Distributing blood and blood products to hospitals in area for routine or "STAT" deliveries
- Transporting collections from blood donation sites to the laboratory to be processed
- Picking up and returning boxes or equipment as needed

Resume Key Phrases

- "**Oversaw** the packaging and transportation of vital blood product materials on an efficient, routine schedule"
- "**Liaised** between donation centers and laboratory administrators to meet supply requirements"
- "**Responded** quickly to urgent requests for blood products during emergency situations"

Relevant Courses

- Volunteer Drivers Transporting Regulated Medical Waste
- Incident and Hazard Reporting Training
- Safe Lifting Training

Blood Services Scheduling Team Member

Position Overview:

Supporting the scheduling of Blood Donor Ambassador teams is crucial to ensure a full coverage of donation shifts.

Responsibilities:

- Managing the scheduling of blood drives for specified county location
- Communicating regularly with Biomedical Services volunteers to fill Blood Drive Ambassador shifts

Resume Key Phrases

- "**Scheduled and organized** X number of regional blood donation events"
- "**Ensured** staff shift requirements were met through consistent team communication"
- "**Analyzed** potential donation center location schedules to meet local blood supply needs"

Relevant Courses

- Acting With Diplomacy and Tact
- Aligning Unit Goals and Imperatives
- Schedule Planning

DAT Team Member: Client-Facing

Position Overview:

Providing 24-hr emergency response to local disasters to ensure that victims have basic necessities like shelter, clothing, and food

Responsibilities:

- Ensuring families affected by disaster have their immediate needs met
- Conducting intake interviews
- Providing compassion and hope for victims in the situation

Resume Key Phrases

- "**Organized and administered vital resources** during local disaster response protocols"
- "**Lead with empathy and compassion** to foster a safe environment for local communities impacted by disasters"
- "**Administered patient intake interviews** to notarize high-priority needs"
- "**Assisted in local recovery clean up initiatives** through team restoration"

Relevant Courses

- Making Difficult Conversations Meaningful
- Become a Great Listener
- Optimizing Your Workplace Well-being
- Essential Skills for Client-Facing Workers
- Care Assistant Fundamentals

Disaster Health Services Team Member

Position Overview:

Providing hands-on care, education, and health assessment during an emergency response to local or large-scale disasters, primarily in a shelter environment or virtual care.

Responsibilities:

- Assisting shelter clients with hands-on health care and functional needs
- Providing education and health assessments
- Assisting clients in replacing medications, medical equipment, and related supplies

Resume Key Phrases

- "**Maintained a safe and clean disaster recovery environment** for affected community members"
- "**Assisted** in administering health assessments"
- "**Documented patient information** through the use of patient log program"
- "**Provided direct support** for patients through medication administering and scheduling of inventory shipments"

Relevant Courses

- Disaster Spiritual Care Fundamentals
- Digital Transformation Insights: Healthcare Providers
- Complicated Conversations

Disaster Mental Health Services Team Member

Position Overview:

Providing mental health services and education during disaster preparedness, response, and recovery within local chapter

Responsibilities:

- Providing Disaster Mental Health interventions to clients impacted by disasters
- Participating in relevant meetings, activities, and events as a team member
- Supporting other disaster responders before, during, and after a disaster response situation using designated staff mental health strategies

Resume Key Phrases

- "**Facilitated patient emotional recovery** through direct interventions"
- "**Engaged in staff mental health recovery** strategies to provide support for team member wellness"
- "**Completed routine intake documentation** sessions to encourage patient treatment adherence"

Relevant Courses

- Building Professional and Personal Resilience Using the HeartMath Technique
- Care Assistant Fundamentals
- Making Difficult Conversations Meaningful
- Preparedness Presenter

Home Fire Campaign Team Member

Position Overview:

Saving lives and preventing injury through preparedness trainings

Responsibilities:

- Providing residents with free smoke alarm installation
- Leading fire safety education programs
- Conducting neighborhood canvassing
- Facilitating planning events for fire safety programming

Resume Key Phrases

- "**Facilitated the planning of X events** for local disaster prevention training such as home fire escape planning, fire extinguisher use, emergency ladder instruction"
- "**Installed** fire and carbon monoxide monitors for community members to further prevention methods"
- "**Conducted community outreach** to raise awareness of fire safety among local households"

Relevant Courses

- Be Red Cross Ready Presenter
- Accessible Instruction for an Inclusive Learning Environment
- Building Your Presentation
- Using Communication Strategies to Bridge Cultural Divides

The Pillowcase Project

Presenter

Position Overview:

Providing emergency preparedness education programming to youth audiences in elementary school classrooms and other relevant settings

Responsibilities:

- Conducting The Pillowcase Project presentations to young audience
- Working as a team to enhance The Pillowcase Project within the region
- Ensuring all reporting data for each presentation given is collected and presented to regional staff in a timely manner

Resume Key Phrases

- "**Facilitated a safe and informative learning environment** for young audiences on the importance of fire safety through simulation training, education about fire alarms, evacuation plans, and more"
- "**Conveyed important information** in a digestible manner to a range of audience ages from X to Y"
- "**Compiled presentation data** in a visual format using Microsoft Excel for program effectiveness analysis"

Relevant Courses

- Basic Instructor Fundamentals for Youth
- Prepare with Pedro Presenter
- Using Communication Strategies to Bridge Cultural Divides

Recovery Team Member

Position Overview:

Supporting the disaster recovery of individuals, families, and communities through activities of casework, recovery planning, recovery systems, and community recovery projects

Responsibilities:

- Conducting client interviews
- Assessing client qualifications for direct client assistance sessions
- Using the Client Assistance System (CAS) 2.0 to document the assistance and services provided to the client

Resume Key Phrases

- "**Utilized the Client Assistance System (CAS) 2.0** to document important client information to encourage rapid treatment accessibility"
- "**Experienced** in using motivational interviewing to identify client needs"
- "**Rendered appropriate, direct client support needs** and supplemented with external resources"

Relevant Courses

- Client Care Program Overview
- Emergency and Crisis Management
- Difficult Conversations for Non-Biomedical Services

Disaster Response - Logistics

Team Member

Position Overview:

Supporting logistical operations with Disaster Services during preparedness, response, and recovery within a region, ensuring that required supplies, equipment, and materials are ready

Responsibilities:

- Ordering and storing of supplies, warehousing, and local procurement
- Inspecting facilities, stocking materials, and strategically staging resources to be accessed
- Coordinating the distribution of materials needed

Resume Key Phrases

- "**Aligned inventory availability** with transportation team scheduling to ensure supplies could be efficiently delivered as needed"
- "**Reviewed and resolved barriers** in local supply stock through partnering with other organizations to bridge the gap"
- "**Assessed** facility organizational status for client reliability"

Relevant Courses

- Concept of Operation Basics
- Microsoft Office Specialist (MOS)
- Power Hour: Managing Under Pressure

Disaster Workforce

Engagement Team Member

Position Overview:

Supporting the onboarding, training, engagement, development and/or recognition of the Disaster Services volunteer workforce

Responsibilities:

- Assisting with various aspects of workforce engagement
- Communicating regularly with volunteers and support staff
- Documenting activities and information within the volunteer data management systems

Resume Key Phrases

- "**Encouraged a highly collaborative team environment** through routine staff feedback sessions and documented program participant suggestions for future knowledge"
- "**Assisted in onboarding processes** for new volunteers through screening assessments"
- "**Provided regular status** updates for suggested alterations in program management via bi-weekly updates"

Relevant Courses

- The Magic Word is Yet: The Key to Recalculating After Disorder
- Expert Insights on Being a First-time Manager
- Becoming an Emotionally Intelligent Leader

Hero Care Critical Community Services Caseworker

Position Overview:

Providing military members' families and veterans with casework services, family follow-ups, information, resources, and referrals to organizations for continued assistance

Responsibilities:

- Ensuring regional capacity to provide follow up and region referral to military clients
- Assuring that the team maintains strict confidentiality of any personal information gathered
- Managing administration tasks in relation to staff access to the SAF Case Management System

Resume Key Phrases

- "**Delivered superior direct care** for clients with high-priority cases through routine check-ins alongside additional resource professionals"
- "**Regulated access** to client files to ensure utmost information privacy"
- "**Connected clients** with related organizations that specialize in interests related to case needs for the continuance of care"

Relevant Courses

- From Military Life to the Civilian Experience: Common Challenges Veterans and Military Families Face in the Transition
- Foundations of Client Service
- Essential Skills for Client-Facing Workers

Medical Treatment Facilities (MTF) General Volunteers

Position Overview:

Providing assistance with tasks in a clinical setting, supporting staff in a variety of direct or indirect patient care activities, as well as enhance patient morale

Responsibilities:

- Completing administrative tasks such as answering phones, filing materials, data entry
- Providing comfort care items, craft assistance, chair/bedside assistance
- Completing clinic duties such as acting as a runner, receptionist, and preparing patient rooms for treatment

Resume Key Phrases

- "**Proficient** in data entry software for organizing client information, analyzing inventory status, as well as connecting patient case needs with respective departments"
- "**Prepared** patient rooms in accordance with treatment specifications to assist medical staff with efficiency"
- "**Transported** supplies to directed departments in a timely manner"
- "**Provided** patients with mobility assistance and created a welcoming environment"

Relevant Courses

- Microsoft Office Specialist (MOS)
- Building Up Your Emotional Intelligence
- Essential Skills for Client-Facing Workers

Medical Treatment Facilities (MTF) Licensed Professionals

Position Overview:

Providing assistance with specific services or treatments designated for clients in urgent care, outpatient/inpatient settings, or other related healthcare units based on credentialed qualifications

Responsibilities:

- Performing patient care duties within licensing abilities, training, credentials
- Greeting and screening patients, taking vital measurements, transporting specimens, dispensing needed medications, performing diagnostic tests such as venipunctures and IVs

Resume Key Phrases

- "**Administered** necessary medications and diagnostic exams to collect samples for laboratory analysis"
- "**Cultivated** a welcoming environment for patients during the health assessment exam and answered any questions in an accessible health literacy manner"
- "**Collaborated** with cross-department teams to access additional treatment options if not currently available"

Relevant Courses

- Navigating Other People's Emotions
- Developing Your Resilience as a Healthcare Provider
- Difficult Conversations

Volunteer Screener

Position Overview:

Gathering relevant information about prospective volunteer candidates while assessing which positions the volunteer may be suitable for

Responsibilities:

- Scheduling and conducting volunteer screenings over the phone with prospective volunteers
- Studying each volunteer position description
- Preparing for each screening interview by reading candidate application questionnaires
- Matching volunteers to positions for which they are best suited based on specific skills

Resume Key Phrases

- "**Enhanced** prospective volunteer position-assignment experience by identifying individual's previous experiences with common factors of a volunteer assignment"
- "**Compiled** volunteer information through the application program and prepared further analysis questions to narrow down potential options"
- "**Ensured** consistent interview quality through concise questions and open demeanor"

Relevant Courses

- Becoming an Emotionally Intelligent Leader
- Integrity Behavior Styles Assessment
- Why Words Matter: Using Inclusive Language
- Understanding Generational Differences

Volunteer Recruiter

Position Overview:

Using a variety of activities to build a diverse and talented volunteer workforce

Responsibilities:

- Studying volunteer position descriptions and high priority positions for the region
- Utilizing social media platforms for digital recruitment, networking with other organizations, and creating events to gather interest for high priority volunteer positions
- Creating flyers, other physical pieces of recruitment materials to increase interest in Red Cross volunteering

Resume Key Phrases

- "**Identified and networked** with potential partner accounts on popular social media platforms for future collaboration events for new health education programming"
- "**Combined** high-priority volunteer position needs with incentive products that provided an increase in volunteer applications"
- "**Illustrated and translated** tailored pieces of printed media to be used for local career fair opportunities to increase language inclusivity"

Relevant Courses

- The Power in Now: Engaging Youth and Young Adults
- TikTok, Instagram, and other Languages of the Younger Generation
- Why Words Matter: Using Inclusive Language
- Uncovering Unconscious Bias
- Understanding Generational Differences

Red Cross Club Coordinator

Position Overview:

Serving as a liaison between regional Red Cross Youth Program and individual Red Cross Club leadership members for high school and college-level students

Responsibilities:

- Assisting leadership with ensuring that club members complete the Red Cross application and consistently log volunteer hours
- Connecting club leadership with Red Cross resources to support individual service projects

Resume Key Phrases

- "**Fostered** a welcoming and encouraging environment for the local high school's Red Cross Club by assigning group leads for upcoming mission-based projects"
- "**Provided** members with several tools to increase understanding of how to navigate the Volunteer Connect website for vital processes such as logging hours"
- "**Encouraged** member feedback during collaborative sessions to increase club engagement

Relevant Courses

- The Power in Now: Engaging Youth and Young Adults
- TikTok, Instagram, and other Languages of the Younger Generation
- Understanding Generational Differences
- Building Rapport through Strong Collaboration
- Psychological Safety: Building a Culture of Inclusion and Innovation

WHAT IF MY POSITION ISN'T LISTED?

While many positions are listed in this guide, the information here only covers the most common volunteer positions. If you would like guidance for adding your Red Cross volunteer position to your resume but do not see it in this guide, please consult your recruiter and browse Edge and Percipio for relevant courses.

Thank you again for your service with the American Red Cross. It is your work that allows the Red Cross to continue pursuing its mission.



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