

**American Red Cross  
Greater Los Angeles Chapter**

**Job Description**

**Position Title:** Client Services Specialist  
**Department:** Emergency and Disaster Response  
**Reports To:** Client Services Supervisor  
**FLSA:** Exempt

**I) Position Summary**

Reporting to the Client Casework Supervisor, the Client Services Specialist provides services in the form of casework for Client Services and International Services clients. Working in accordance with Chapter and National Headquarters standards, performs direct casework assistance to victims of disasters, manages assigned cases throughout the process until cases have been cleared and closed by the Client Casework Supervisor, and serves as an additional resource to manage cases that have been opened by Regional Specialists or volunteer case workers. For the International Services Program, performs direct casework services to International Social Services and Tracing Services clients. Works with and through volunteers to achieve performance objectives and goals.

**II) Major Responsibilities**

A. Family Services Casework Program.

1. Performs direct casework to victims of disasters.
2. Serves as an additional resource to pick up and manage open cases as assigned by the Client Casework Supervisor.
3. Provides direct assistance to clients as a backup to primary case workers.
4. As assigned by the Client Casework Supervisor, may act as a liaison with the Department of Social Services and other agencies that are resources for Chapter casework clients.
5. Performs all Client Services functions in compliance with audit standards for financial instruments and documents.
6. Becomes proficient with the Client Assistance System, and provides support for the system by becoming an instructor, teaching classes and providing technical assistance to other individuals as assigned.
7. Maintains records and produces reports as directed.
8. Performs other related tasks as assigned.

B. International Services Program

1. Provide direct casework services to International Social Services and Tracing clients within national and Chapter guidelines. Provide client referrals to appropriate agencies.
2. Prepares, maintains case records and required documentation, adhering to fiscal accountability standards. Collect program data needed and prepares monthly statistical reports.
3. Assist in developing support for casework by defining and obtaining community resources to support the International Program.
4. Maintain inventory of documents, essential forms, office supplies, technical materials, to support the International Services function.
5. (Desirable) Work towards certification as a certified Instructor of International Services in order to be able to instruct classes to eligible populations.
6. Prepare and give community presentations on International Services Programs.
7. Performs other related tasks as assigned.

C. Supports Chapter Volunteer Management

1. Work in collaboration with Emergency Disaster Personnel Manager, Disaster Services Human Resources (DSHR) Specialist, District Specialists, District Chairs and the Office of Volunteer Personnel Department to ensure quality volunteer recruitment and retention.
2. Work in collaboration with the DSHR Coordinator and the Training Coordinator to provide the training necessary for targeted promotions of assigned staff & volunteers.
3. Directs, counsels and assists in the career development of subordinate personnel and volunteers.
4. Works closely with Operations Section in development of internal exercise schedule to test operational preparedness and readiness. Takes appropriate after actions pursuant to recommendations following exercises or actual events.
5. Ensures completion of all required Department and Chapter reports.

**III) Other Dimensions**

- A. As a contributor to the work of an emergency relief organization, extended work hours and/or assignments to a disaster specific task will be required.
- B. Availability to occasionally participate in after hour and weekend meetings and activities as required in order to meet the needs of the Department.
- C. Provides staff support to Volunteer Committees as necessary.
- D. Membership in the national DSHR system is required.
- E. Availability to participate on at least one national disaster relief operation assignment per year.
- F. Incumbent will be required to become a certified instructor of basic Disaster Services courses and to teach Disaster Services courses as necessary.
- G. Incumbent will be required to either be or become instructor rated for all ARC Client Services related courses.

**IV) Qualifications**

- A. Education: Bachelor's degree or equivalent work experience desired.
- B. Experience: Minimum of 1-2 years experience in a customer service or social services environment desired. ARC experience strongly desired.
- C. Ability to plan, organize and complete multiple tasks in a fast paced environment.
- D. Ability to work and think independently.
- E. Ability to effectively with and through trained and skilled volunteers.
- F. Excellent interpersonal and customer relations skills.
- G. Knowledge or ability to learn Red Cross Disaster supply and procurement systems.
- H. Other: Strong computer skills including Word, Excel, PowerPoint, and various databases required. Good communication, presentation, and organizational skills.

**Written by:** Michael Kleiner

**Approved by:**

**Date:** April 2008

**Date:**