

Blood Services Donor Ambassador Volunteer Summer Youth Corps 2024



Join the ranks to help save lives. Join the **Summer Youth Corps** program today!

How old do I need to be to join?

- 16-24 years old and/or 13-15 with supervision.

What will I do?

- You will be a **Blood Services Donor Ambassador Summer Youth Corps Volunteer**
Please see attached position description for details.



What is my promise to help the Red Cross?

- Sign up for up to **6 (4-6 hour) volunteer shifts** that can be scheduled between *May - September 1, 2024*.

When and where does the Red Cross need help?

- Most blood drives take place during the day, Monday – Friday, with some early evening & weekend shift availability.
- You will need to provide your own transportation to the volunteer shifts that you choose.



How do I schedule?

- Sign up online and commit to the dates, time and location that best fit your schedule.
- Summer Youth Corps register for up to **6 volunteer shifts** and confirm availability at registration.
- **We're counting on you to volunteer!** *Shift cancellations or no-shows will preclude you from participation in Summer Youth Corps.

How will I be trained?

- You will register for a mandatory online training session.
- Dates/times will be sent by email to you.

What do I gain from the experience?

- A certificate and letter of reference for your portfolio (great for college applications, future jobs, etc.) upon successful completion of the program.
- Documented volunteer service hours.
- The ability to build your customer service skills and contribute to your community.
- The opportunity to work directly with the Red Cross Blood Services Team.
- A Red Cross name badge to wear while volunteering.

What's in it for you?

- ✓ Gain valuable work experience to prepare you for the future
- ✓ Spend your summertime in an interesting & meaningful way
- ✓ Give back to the community by helping to save lives

Apply Now! www.redcross.org/donorambassador



Contact NEOVolunteer@redcross.org or 216-431-3328 for more information.



Volunteer Position Title	Blood Services Donor Ambassador – Summer Youth Corps
Purpose	Provide excellent and enthusiastic customer service to enhance the blood donor experience. Engage with blood donors to promote blood donation and set the stage for a long-term commitment to regular blood donations.
Key Responsibilities	<ul style="list-style-type: none"> • Welcome and greet donors, escort as necessary and assist with initial intake and hand offs through the blood donation process • Ensure blood donors have relevant information and that questions are answered appropriately • Learn and share the Red Cross story, including the mission, vision and values • Create a favorable impression of the Red Cross, and the blood donation process, that will encourage continued support • Make reminder calls, reschedule donor appointments, and perform follow up activities as directed • Be available and committed to the volunteer schedule • Model excellent customer service behaviors • Attend to donors in the Hospitality Area, ensure each donor is recognized for his/her contribution • Set up and maintain cleanliness in Reception and Hospitality Areas • Punctual and dependable in arriving for assignment(s)
Qualifications	<ul style="list-style-type: none"> • Willingness to support the American Red Cross mission • Ability to display the utmost professionalism and communication skills • Extremely comfortable working with people from all walks of life • Ability to represent the American Red Cross to the community
Tools and Training	<ul style="list-style-type: none"> • Orientation to American Red Cross • Donor Ambassador Training
Development Opportunities	<ul style="list-style-type: none"> • Gain valuable training and experience while providing an invaluable service to your community • Network and meet new people • Develop customer service skills that last a lifetime