



American Red Cross
 Fort Bragg, NC
 Phone: (910) 907-7124 (910) 396-1231
 Fax: (910)907-8899

VOLUNTEER REQUEST & NEEDS ASSESSMENT

The following questionnaire will contribute in assessing how the American Red Cross volunteer program can benefit your departmental needs. Your participation will identify the number of volunteers needed and the roles and clarify responsibilities the described in a job description.

Name of the Department:		
Primary function of the department:		
Information: Location of the department:		
<i>Supervisor (Volunteers report to)</i> Name & position	<i>Department telephone number:</i>	<i>Email Address:</i>
<i>Alternative contact (Director of Department)</i> Name & position:	<i>Alternative telephone number:</i>	<i>After-hours number:</i>

Volunteer Assessment	HOW MANY VOLUNTEERS DO YOU NEED TO ASSIST YOU IN YOUR DAILY TASKS?						
	<i>What days of the week do you need a volunteer?</i>				<i>What time of the day do you need volunteers?</i>		
	Sun	Mon	Tues	Wed	0800 – 1200	1200 – 1600	After-hours/Other (specify)
	Thurs	Fri	Sat				
	How many volunteers work in your department?						
	<i>Name of Volunteer</i>	<i>Position</i>	<i>Work Review Date received</i>	<i>Volunteer Awards & Recognition</i>	<i>Date of HIPAA Training</i>	<i>Schedule (day/hrs)</i>	<i>Uniform/ Vest</i>
List of Volunteers currently in your department	1.						
	2.						
	3.						
	4.						

Name of Department:

Following information will determine at what capacity a Red Cross volunteer will be able to supplement your departmental volunteer resources.

Provide the number of people needed for every position name, a detailed list of individual tasks and a brief description.

POSITION:

<i>TASK</i>	<i>Brief description of responsibilities</i>
	1. 2. 3.
	1. 2. 3.
	1. 2. 3.
	1. 2. 3.
	1. 2. 3.

EXAMPLE
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<u>EXAMPLE</u>	
RECEPTIONIST	
<i>TASK</i>	<i>Brief description of responsibilities</i>
Answering departmental phone	<ul style="list-style-type: none"> • <i>Monitor phone ⇒ direct calls to the appropriate staff.</i> • <i>Records all messages when staff member not available.</i> • <i>Enter data into system between answering the phone.</i>
Customer Service	<ul style="list-style-type: none"> • <i>Greet patients upon their arrival</i> • <i>Maintain magazine rack</i> • <i>Restock and display informational pamphlets</i>
Patient Care	<ul style="list-style-type: none"> • <i>Escort a Patient, via wheel chair to x-ray.</i>