

CARE TEAM CALL SCREENER

Volunteer Position Description

PURPOSE: Offers short-term emotional and logistical support to the Families of deceased or injured Soldiers.

RESPONSIBLE TO: CARE Team Coordinator

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Asks permission from the grieving Family before doing anything in the home.

Screens calls and visitors according to survivor's wishes. Does not give any information unless they are sure whom they are talking to and the Family member agrees.

Keeps phone log.

Assists spouse with making calls, ONLY with the permission of the spouse (i.e. to employer, extended Family, religious organization, canceling appointments, friends, etc). *Spouse should be the one to inform caller of the death.*

Assist HomeCare Person with keeping a record of who sends flowers and a brief description of the arrangement. Keep all cards.

OTHER DUTIES AND RESPONSIBILITIES:

Provides comfort to survivors

Maintains contact logs as required

Maintains confidentiality

Stays within the purview of the position

Participates in After-Action Reviews after CARE Team is deactivated

TIME REQUIRED:

As needed. Situations will vary.

QUALIFICATIONS AND SPECIAL SKILLS:

A desire to assist others during trauma

Knowledge of community resources and crisis intervention

Concern and empathy for others

Calm under stress

TRAINING REQUIRED:

CARE Team Training (ACS)

I WILL NOT inform others that I have been contacted to be a member of an activated CARE Team. I WILL NOT disclose any personal information, conversations or transactions that occur while I am assisting the next of kin, except with those personnel that have an official need to know. I will protect and respect the privacy and confidentiality of the surviving Family members at all times.

PRINT NAME

SIGNATURE

DATE