Join the ranks to help save lives. Join the Summer Youth Corps program today and be on your way to having an epic summer.

How old do I need to be to join?
- 13-24 years old.
- Parental Consent Form required for those 17 and under.

What will I do?
- You will be a Red Cross Blood Drive Ambassador. See attached position description for details.

What is my promise to help the Red Cross?
- We require you to volunteer for 10 shifts between May 1 and August 31.

When and where does the Red Cross need help?
- Most blood drives take place during the day, Monday – Friday, and occasionally on weekends.
- Blood drives are held throughout the Northern Ohio.
- You will provide your own transportation to the volunteer events that you choose.

How do I schedule?
- Sign up online and choose the locations and times that best fit your schedule.
- Once your shift is accepted you are set! You cannot cancel or reschedule your accepted shift.

How will I be trained?
- Summer Youth Corps training is mandatory. It will be held on a date to be announced.

What do I gain from the experience?
- A letter of reference for your portfolio (great for college applications, future jobs, etc.).
- Documented community service hours.
- The ability to build your customer service skills and contribute to your community.
- The opportunity to work directly with medical staff.
- An official 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 summer in an interesting & meaningful way
✓ Give back to the community by helping to save lives

How to get involved?
Contact: Gail Wernick at gail.wernick@redcross.org or 216-431-3328
<table>
<thead>
<tr>
<th>Volunteer Position Title</th>
<th>Youth - Donor Ambassador (ages 13+)</th>
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<tbody>
<tr>
<td>Purpose</td>
<td>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.</td>
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| Key Responsibilities     | - 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           | - 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       | - Orientation to American Red Cross  
- Donor Ambassador Training |
| Development Opportunities | - 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 |