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Case Review Specialist

 Dayton, OH

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Full time

RC33332

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By joining the American Red Cross you will touch millions of lives every year and experience the greatness of the human spirit at its best. Are you ready to be part of the world's largest humanitarian network?

Job Description:

At the Red Cross, there is no such thing as a small disaster. In every single case it is the Red Cross' mission to help people affected by disaster meet their emergency needs that include shelter, food, clothing, and health and mental health services. As a paid staff member, you will support our loyal Red Cross disaster volunteers who serve selflessly to provide a bridge of assistance until individuals and families can resume a normal life.

We are currently seeking a full time **Long Term Recovery Casework Reviewer** to work in the Dayton, OH Red Cross office to assist in the recovery from the 2019 Dayton, OH tornado. ****This is a term limited position expected to last 180 days. It could end early or be extended base on business need.****

The Case Reviewer will ensure the accurate and timely review of requests for financial assistance from disaster-affected clients and from partner organizations seeking assistance for their clients. The Case Reviewer will identify missing information required to complete requests for financial assistance and work with internal staff and partner agencies to ensure timely payment to clients. The Case Reviewer will field inquiries from internal staff

As one of the nation's premier humanitarian organizations, the American Red Cross is dedicated to helping people in need throughout the United States and, in association with other Red Cross networks, throughout the world. We depend on the many generous contributions of time, blood, and money from the American public to support our lifesaving services and programs.

At the American Red Cross, you will enjoy a collaborative work culture committed to the diversity of our people, programs, and services. We need people who want to contribute their individual talents to help their neighbors locally, across the country, and around the world. Whether you're a recent graduate or an experienced professional, if you share our passion for helping people, join us in for a rewarding and challenging career opportunity that support our mission.

and partner agencies, related to the financial assistance process and required documentation to complete requests for assistance.

Duties include:

- Ensure the accurate review of data and documentation necessary to complete client requests for financial assistance.
- Document activity that tracks the status of financial assistance requests, items for follow up, and date of request and date of payment.
- Work with internal staff and partner agencies to troubleshoot inquiries and ensure a timely payment to affected clients. Advise management staff when internal staff and partner agencies are identifying issues with process of administering financial assistance.
- Ensure that calls from partner agency representatives are answered in a timely and appropriate manner. Provide direction and support to, and assist with training partner agency representatives who are administering financial assistance on behalf of their clients.
- Communicate effectively with internal staff and partner agency representatives in a shared effort to ensure a smooth and well-coordinated response to disaster-affected households' needs for financial assistance.
- Additional duties as assigned.

Qualifications: Bachelor's degree or higher in Social Science or Arts preferred. At least three years of administrative or quality assurance experience in a fast-paced social services or client services environment. Disaster response or recovery experience preferred.

Skills and Abilities: Excellent interpersonal, verbal and written communication skills. Excellent attention to detail and demonstrated ability to manage multiple high-priority tasks. Ability to identify and resolve problems and/or develop alternative solutions. Exhibits sound and accurate judgment.

Experience: 4-6 years

Other: Intermediate level proficiency with MS Office software, including Word, Excel, PowerPoint and Outlook. Access preferred.

Apply now! Joining our team will provide you with the opportunity to make a difference every day.

The American Red Cross is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law.

The American Red Cross is a diverse nonprofit organization offering its employee's professional development and growth opportunities, a competitive salary, comprehensive benefits, and a collaborative team spirit environment. To be considered for this position, please visit www.redcross.org/jobs to apply.

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