



Support Coordinator

Data & Volunteer Emphasis

Job Description

Advocates for Children CASA is a 501 (c)(3) non-profit organization that works to make sure that all children dream, thrive, and grow with a sense of belonging and empowerment to build a successful future. Our organization recruits, trains, and supports community volunteers who advocate for children who have open dependency & neglect cases, truancy cases, need additional education advocacy, or are an adolescent that may need some additional support. Our compassionate Court Appointed Special Advocates, volunteers, and mentors speak up for these children's best interests.

In working towards helping CASA meet its overall objective of providing a caring support for children with open abuse and neglect cases, the Support Coordinator will support the operations of Advocates for Children CASA. Such responsibilities will include data entry, internal data audits, tracking of essential metrics and provide auxiliary support to program staff in pursuing high-quality advocacy in all program areas.

Reports to: Executive Assistant to the Chief Operating Officer

Salary (Non-exempt): \$19.23-20.19/hr (depending on experience), which is equivalent to \$38,000-\$42,000/annually

Benefits: Vacation, Holiday Pay, Paid Time Off, 401(k), Medical Insurance and Dental Plan

Hours: This is a 32-hour/week position. Hours will be generally Monday-Friday during the hours of 8am-5pm, with occasional night and weekend hours during volunteer trainings, outreach events and agency events. This is a hybrid position that allows for both in-person at our office and at-home flexibility.

Transportation: A valid driver's license and personal transportation is required for this position.

Description of Duties:

- Process new filings for Dependency and Neglect cases and new referrals for all Continuum of services cases, include entering into designated Optima database and uploading all pertinent documents
- Enters new cases into database within 48 hours of receipt
- Prepares case checklist for each new case or referral and distributes to leadership team
- Provide additional administrative support as needed, including updating and preparing documents and data sets for internal and external distribution and use
- Perform audits of various data sets as needed

- Maintain regular contact and nurture relationships with volunteers while they are in between cases, in coordination with Development Coordinator
- Track expiring documents of all active volunteers and ensure they remain in compliance
- Collaborate with Managers to ensure that active volunteers waiting for another case are ready
- Interpret the needs of the tasks and responsibilities with their purview and present professional recommendations to Leadership
- Attend regularly scheduled program and staff meetings with other staff to discuss cases and address other issues as needed
- Attend training introductions and swearing-in ceremonies for new volunteers, as well as all other events where staff presence is mandatory
- Assist with the planning and execution of additional program activities (i.e. holiday project, volunteer recognition, continuing education)
- Actively engage in positive and collaborative relationships with the community, volunteers, program partners, co-workers, and professionals
- Adhere to office procedures, practices, expectations and policies of the organization
- Effectively implement all policies as adopted by the Board
- Communicates effectively and accurately to the Executive Assistant to the Chief Operating Officer personal progress and needs on a regular basis
- Devotes time to professional development

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The individual must have the ability to maintain positive interpersonal relationships, communicate effectively, and have a high-level of organizational and time management skills. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills and Experience:

- Preference will be given to those with experience with data management, administrative assistance or office management
- Minimum of one year of qualifying experience
- Minimum of 21 years old
- Ability to take initiative in completing assigned projects with minimal supervision
- Capacity to work with people of diverse educational, professional, socioeconomic, and ethnic backgrounds
- Skills in collecting and interpreting data
- Experience in creating and conducting presentations for large groups of professionals
- Excellent organizational skills
- Proficient in all Microsoft Office applications
- Ability to communicate effectively both verbally and in writing
- Demonstrated ability to project a positive image and attitude

Essential Qualities:

- Encourages and practices critical thinking
- Is self-reflective and empathic
- Is committed to remaining current on research and best practice standards
- Recognizes the influence of workplace relationships on outcomes and results
- Maintains a respectful and accepting approach to others
- Awareness of the influence of the larger context on individual behavior
- Collaboratively and creatively supports the work efforts of families and colleagues at all levels
- Encourages and practices self-care
- Encourages and practices healthy professional boundaries
- Values ethical practice

- Honors commitments
- Practices blameless problem-solving

Education: Minimum of Bachelor's degree

Applying:

To apply, please send a cover letter, resume, and references to Victoria Raphael, Executive Assistant to the COO, at one_casa@adv4children.org. Applications will be accepted through 8am on Monday, October 25th. No phone calls please.

For more information about Advocates for Children-CASA, visit adv4children.org