



# Volunteer Engagement and Program Support Coordinator

## 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 Advocates for Children CASA meet its overall objective of providing caring support for children with open abuse and neglect cases, the Volunteer Engagement and Program Support Coordinator provides overall support to program staff through recruiting and retaining professional volunteers who will provide high-quality advocacy to children and youth in need.

**Reports to:** Chief Operating Officer

**Salary:** \$18.27-\$20.19/hr (depending on experience)

**Hours:** This is a 32-hour/week position. Hours will be generally Monday-Friday during the hours of 8am-5pm, with occasionally night and weekend hours during outreach events, volunteer trainings and agency events.

**Transportation:** A valid driver's license and personal transportation is required for this position. Must have the ability and willingness to perform local job-related travel.

### Description of Duties:

#### **Onboarding New Volunteers**

- Manage and track new volunteer inquiries
- Track all recruitment efforts
- Schedule volunteer interviews and manages volunteer files prior to pre-service training
- Review new volunteer documents and collaborate with Chief Operating Officer regarding any concerns or need for additional follow-up with potential volunteer
- Ensure all volunteer paperwork is completed and entered into volunteer database prior to pre-service training
- Work with Training Coordinator to develop pre-service training schedule for entire fiscal year
- Assist training coordinator as needed leading up to and after pre-service training
- Work with the Development Team to monitor and fill requests for outside presentations, recruitment events, and retention events/efforts

#### **Volunteer Retention & Program Support**

- Maintain regular contact and nurture relationships with volunteers while they are in between cases
- 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

**Volunteer Engagement and Program Support Coordinator**

- Facilitate volunteer focus and retention groups, as needed
- Provide auxiliary support to program staff in pursuing high-quality advocacy in all program areas, including backup up on reviewing/preparing the docket, editing court reports, and providing staff coverage at hearings, as needed

**Organization-wide Support**

- Interpret the needs of the volunteers and program, and present professional recommendations to the Chief Operating Officer
- Attend regularly scheduled program and staff meetings with other staff to discuss cases and address other issues as needed
- Attend 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 Chief Operating Officer personal progress and needs on a regular basis
- Devotes time to professional development

**Skills and Experience:**

- Preference will be given to those with experience with data management, administrative assistance or recruiting and training volunteers/staff
- 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



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- Honors commitments
- Practices blameless problem-solving

**Education:** Undergraduate degree preferred.

**Applying:**

To apply, please send a cover letter, resume, and references to Victoria Raphael, Executive Assistant to the COO, at [one\\_casa@adv4children.org](mailto:one_casa@adv4children.org) by close of business on Monday, September 28<sup>th</sup> at 5pm. No phone calls please.

**For more information about Advocates for Children CASA, visit [www.adv4children.org](http://www.adv4children.org)**