



Support Coordinator

Volunteer & Training 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 Advocates for Children CASA meet its overall objective of providing caring support for children with open abuse and neglect cases, the Support Coordinator provides overall administrative support to volunteers throughout the process of initially connecting with Advocates for Children CASA, going through the training process, and preparing for a new case.

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 40-hour/week position. Hours will be generally Monday-Friday during the hours of 8am-5pm, with 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:

- Manage and track new volunteer inquiries
- Track all onboarding efforts
- Schedule volunteer interviews with staff and review staff's interview notes to assess volunteer's appropriateness to proceed
- Provide training to new staff on conducting volunteer interviews
- Manage volunteer files prior to pre-service training, including receipt of all needed background check documents, internal notices and agreements, etc.
- Review new volunteer documents and collaborate with Leadership 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 with facilitation of informational meetings and new volunteer training
- Monitor receipt of and upload all new volunteer documents throughout training
- Work with the Development Team to monitor and fill requests for outside presentations, recruitment events, and retention events/efforts
- Provide auxiliary support to program staff in pursuing high-quality advocacy in all program areas
- Interpret the needs of the volunteers and program, 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

Skills and Experience:

- Preference will be given to those with experience with data management, administrative assistance or interfacing with clientele and volunteers
- 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 www.adv4children.org