



**Job Title:** Volunteer Coordinator

**Category:** Exempt Full-time position

**Reports to:** Advocacy Manager

### **Qualifications**

- Bachelor's Degree required. Degree in social work or closely related field preferred
- Knowledge and understanding of the child welfare system and dynamics of child abuse and neglect
- Non-profit and/or volunteer management experience a plus
- Ability to coach, provide guidance and clearly convey information, both orally and in writing, to others
- Ability to work effectively with people from a wide range of diverse backgrounds, experiences and professions
- Highly organized, self-motivated, team player
- Appreciation of and strong commitment to volunteer support and retention
- Recognize and respect the sensitive nature of the work and maintain the highest confidentiality

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. *Other duties may be assigned.*

### **Volunteer Support/Management**

- Provide coaching, support and guidance to assigned Volunteers throughout the course of each case in compliance with agency policy
- Maintain accessibility and availability to assigned Volunteers on an "as needed" basis
- Ensure assigned Volunteers understand and operate within their role as CASA Advocate
- Assist assigned Volunteers with the development of case/child specific plans in accordance with agency policies
- Ensure that the best interests of assigned children are always represented and assigned Volunteers adhere to and follow all CASA standards and policies
- Demonstrate the ability to support the volunteer throughout all the stages of a case
- Represent CASA as a professional and positive liaison to the court, DFPS, other governmental agencies, professional collaborations, and other relevant organizations.
- Assist with and ensure assigned Volunteers' preparation for all case related activities in adherence with agency policies
- Conduct a debriefing with assigned Volunteers at the close of each case providing an opportunity to receive feedback from and offer feedback to Advocates

### **Casework Administration**

- Match and assign appropriate Volunteers to assigned cases in collaboration with Advocacy Manager
- Maintain schedule of all court dates, review co-sign and file Volunteers' court reports in accord with agency policy
- Accompany assigned volunteers for all court appearances or insure coverage in absence of volunteer either directly or through Advocacy Manager
- Maintain timely and appropriate communication with supervisor regarding any problems encountered regarding volunteers and/or cases.
- Determine, through proper documentation, when implementation of performance improvement of a volunteer is necessary; discusses with Advocacy Manager and Program Director prior to notifying the volunteer.
- Maintain case and volunteer data/records in Optima in accord with agency policy and in compliance with National and State CASA requirements

- Ensure that assigned Volunteers submit case notes in compliance with State CASA requirements

### **Program Operation**

- Represent the organization with professionalism, personal integrity, and a commitment to excellence always
- Assist with collection and tracking of Volunteer and case statistics
- Ensure that assigned Volunteers record their completion of ongoing training in accord with agency and State CASA requirements
- Prepare and submit timesheets and reimbursement requests in accord with agency policy
- Represent CASA at community committees, meetings, special events, recruiting opportunities as requested
- Complete annual professional development and record completion per agency policy
- Participate in all-staff and program staff meetings
- Attend quarterly Judge's Roundtable
- Other duties as assigned by Advocacy Manager, Program Director or Executive Director

### **Volunteer Development and Retention**

- Provide input/collaboration around Volunteer training and retention
- Attend and assist as requested with new Volunteer and ongoing training as well as appreciation and retention opportunities

### **Conditions of Employment**

- Schedule includes regular office hours and some evening and weekend work, requires flexibility and availability
- Must have daily transportation
- Must pass all background checks

CASA of Collin County provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, status as a Vietnam-era or disabled veteran or any other characteristic protected by law. CASA of Collin County complies with all applicable federal, state, and local laws, regulations and ordinances prohibiting employment discrimination.