



Volunteer Engagement & Retention Specialist

We are looking for a Volunteer Engagement & Retention Specialist who can ensure ongoing engagement for CASA volunteers throughout their tenure as advocates and promote volunteer retention through outreach, solicitation of feedback, and volunteer recognition and appreciation activities.

CASA of Travis County believes every child who's experienced abuse or neglect deserves to have a dedicated advocate speaking up for their best interest in court, at school, and in our community. To accomplish this, the team at CASA educates and empowers diverse community volunteers who ensure each child's needs remain a priority in an overburdened child welfare system. Through inclusive, honorable and respectful involvement with families, courts and all parties, CASA makes independent and educated recommendations that prioritize children's safety and, wherever possible, preserve connections to their families.

As the Volunteer Engagement & Retention Specialist, you will reports to the Director of Volunteer Recruitment and Retention (DVRR) and assists the DVRR with the case matching process for volunteers returning from leave, screening of returning volunteers, and analysis of volunteer retention and reassignment data. The VERS tracks volunteer milestones, supports Advocacy staff in ensuring recognition at these milestones and throughout the volunteer experience, and facilitates the process of both volunteer performance evaluations and volunteer feedback surveys. Additionally, the VERS supports Child Advocacy Specialists in implementing best practices to promote increased volunteer engagement and retention and collaborates with the DVRR to provide training to Advocacy staff in volunteer engagement as needed.

At the end of your first year, success would mean the creation of engagement opportunities for CASA volunteers of diverse backgrounds and experiences; establishment of a consistent system of collaboration with the CASA Advocacy team regarding opportunities to engage, recognize, and celebrate CASA volunteers; development of strategies with the DVRR to support increased volunteer retention, including a system to maintain engagement of "on leave" volunteers and the case matching process for volunteers returning from leave.

The Volunteer Engagement & Retention Specialist is a critical role to move CASA of Travis County towards meeting our vision of providing Quality advocacy, a safe home and a promising future for every child in Travis County.

Use the following link to apply:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=67362&clientkey=6134204B6AAD5458C5AEA1BC7AA3A526>

Responsibilities

1. Volunteer Engagement

- Collaborates with the Director of Volunteer Recruitment and Retention (DVRR) and supports program-wide volunteer engagement efforts and drives a culture of volunteer engagement for CASA of Travis County. Maintains a commitment to continuous improvement of CASA's volunteer engagement practices, with a focus on improving engagement of volunteers of diverse backgrounds and identities.
- Monitors volunteer satisfaction through data collection and analysis including regular surveys, interviews, and quality assurance calls as needed and utilizes data to develop retention strategies and then implement those strategies.
- Coordinates ongoing volunteer recognition efforts and ensures they are conducive to volunteers' needs.
- Collaborates with DVRR to plan and execute innovative engagement efforts, including volunteer meet-ups, Toy Drive, targeted meet-ups, etc., and ensures that they meet the needs of current volunteers. Monitors effectiveness of engagement efforts and adjusts plans accordingly.

Seniority Level

Entry Level

Employment Type

Full-Time

Reports To

Director of Volunteer Recruitment & Retention

Starting Salary

\$50,000

2. *Volunteer Management*

- Provides direct, ongoing training and support to Child Advocacy Specialists as it pertains to volunteer management, engagement, and retention. In collaboration with the DVRR, identifies comprehensive and innovative strategies for ongoing training and support and leads execution of those strategies.
- Tracks and monitors the list of volunteers closing cases in order to recognize volunteer achievement and collaborate with Advocacy staff to ensure timely reassignment whenever possible and appropriate.
- Tracks and monitors the list of “On Leave” volunteers and collaborates with Advocacy staff to ensure that advocates remain engaged and are reassigned to new cases whenever possible and appropriate. Leads and manages reassignment efforts.
- Assists Advocacy staff by facilitating the process of regular volunteer performance evaluations.
- Engages in open and ongoing dialogue with members of the Program team about ways to recognize and acknowledge volunteer advocates on an ongoing basis. Works with Director of Volunteer Recruitment and Retention to develop and implement recognition strategies.
- Collaborates with DVRR to monitor and evaluate trends in retention and reassignment and implements strategies aimed at increasing the diversity of the volunteer pool.

3. *Screening and Case Matching*

- Conducts preliminary matches of volunteers returning from leave with cases/children in need of volunteer advocates, using a lens of child safety and best interest.
- Conducts Pre-Training Interviews with volunteer applicants and interviews as needed with volunteers returning from leave, ensuring quality screening practices with a focus on both child safety and volunteer engagement.

4. *Administrative*

- Participates in regular supervision with the Director of Volunteer Recruitment and Retention (DVRR).
- Works with the DVRR to collect and analyze volunteer retention and reassignment data.

Qualifications

- A minimum of a Bachelor’s degree required. CASA of Travis County welcomes employees from diverse educational backgrounds and degree programs.
- In lieu of a degree, significant professional experience may be considered.
- Demonstrated ability to work under time constraints, be goal-oriented, and maintain productive and effective performance and interaction with other Program staff and volunteers.
- Demonstrated organizational skills, ability to manage multiple projects independently and efficiently.
- Demonstrated excellence in communication, both written and oral.
- Demonstrated commitment to the values of diversity, equity, and inclusion.
- Demonstrated integrity, honesty, and ethical conduct.
- Demonstrated passion for CASA’s mission.

Preferred Qualifications

- Experience in supervising, coaching, and motivating staff and/or volunteers.
- Experience with CASA of Travis County and knowledge of CASA mission and standards.
- Experience with customer service.
- Experience utilizing data collection and analysis to drive decision-making.
- Knowledge and understanding of best practices related to child safety and the prevention of abuse.
- Understanding of child and family advocacy issues as related to the child welfare system.

Physical Requirements and Work Environment

The Volunteer Engagement and Retention Specialist will be expected to have daily transportation to attend offsite meetings, retention events, etc. Occasional out-of-town or overnight travel. They will spend some time in the office that could involve intermittent physical activities including bending, reaching, sitting and walking during working hours. Additionally, it is anticipated that the person may spend several hours of each day seated at a PC.

Reasonable accommodations may be made to enable a person with physical disabilities to perform the job.