



CASA of Hill County Texas

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Job Title: Community Engagement Specialist

Classification: Full Time/Exempt
(40 hours per week)

Reports to: Executive Director

Position Summary: The Community Engagement Specialist is a key role within CASA of Hill County Texas as it contributes to strengthening the organization's community partnerships, cultivating a social media presence, mission awareness, and fiscal health. This role interfaces directly with the community at-large to build a pipeline of prospective volunteers who are interested in serving as Advocates for children and youth, as well as seeking and connecting with prospective donors.

This position works closely with executives and staff requiring cross-departmental collaboration. To succeed in this position, you should be a highly personable multitasker with public speaking experience and event coordination know-how. In this role, you will also help the Executive Director maintain accurate volunteer information and documentation for statistical reporting.

This is a relationship-focused position, requiring you to have a passion for the mission of CASA of Hill County Texas, strong interpersonal and written communication skills, reliable transportation, and the ability to work independently. Individuals should have strong clerical skills with attention to detail and accuracy, with a patient and adaptable approach; Ability to efficiently problem solve with others.

Responsibilities:

Community Outreach & Education

- Increase public awareness as an organization ambassador by building relationships that foster strong partnerships with community organizations, including coordinating the Clergy, CASA, and Community initiative
- Develop and deliver an educational curriculum based on community needs in alignment with CASA of Hill County Texas's mission and vision
- Maintain our social media presence through our Facebook and Instagram pages
- Maintain a calendar of community outreach events and ensure that key deadlines are met
- Coordinate scheduling of presentations with the Executive Director
- Work with the media to promote community awareness of the CASA mission
- Provide trauma-informed resources and tools for families and community partners in crisis
- Represent CASA of Hill County Texas at resource fairs, community events, and chamber events
- Attend and participate in staff training provided by Texas CASA
- Remain knowledgeable of what is being implemented or considered by other CASA agencies
- Participate in fundraising initiatives, projects, and events as requested
- Create and distribute monthly newsletters
- Complete special projects and tasks, as assigned

Volunteer Recruitment, Maintenance & Training

- Maintain volunteer data in Optima or other related databases and track prospective volunteer information
- Evaluate and execute recruitment strategies and a volunteer recruitment strategic plan
- Report quarterly milestones of targeted recruitment goals
- Assist in planning and coordinating volunteer retention events
- Maintain records of training, attendance, and other Advocate continuing education hours

Office Management

- Maintain Optima database information for cases, Volunteers and Supervisors
- Collect relevant records and other data as needed
- Manage office activities and coordinate staff calendars
- Order office supplies and equipment as needed
- Organize and file important documents
- Answer and filter incoming phone calls and follow up on any voicemails
- Maintain office presence
- Provide support services for Advocate Supervisors

Other Responsibilities:

- Complete 30 hours of Pre-Service training and 2 hours of court observation within the first 6 months
- Become qualified to facilitate Pre-Service Training within the first 12 months
- Complete a minimum of 12 hours of continuing education annually
- Attend meetings and trainings with the CASA staff as requested
- Ability to maintain emotional control and professional composure at all times
- Assist with Child Abuse Prevention Month
- Assist with the CPS hosted Christmas Party
- Other duties, as assigned

Critical Skills & Qualifications:

- Have a passion for CASA's mission, vision, and values
- High level of emotional maturity and responsibility
- Experience in recruitment and training
- Excellent communication skills: written, verbal, interpersonal, and visual
- Proficiency in MS Office (Word, Excel, Outlook, PowerPoint, Teams, etc.)
- Knowledge of and ability to use Canva Pro for creating a variety of designs such as social media images, presentations, flyers, invitations, etc.
- Ability to create engaging curriculum, social media posts, and presentations
- Ability to shift schedule to assist with events in evenings or on weekends, as needed
- A good understanding of volunteer program management and volunteer coordination
- Ability to work independently with minimal supervision
- Ability to maintain confidentiality and discretion regarding sensitive information of CASA clients, volunteers, staff and donors; protect confidentiality by being aware of information in workspace and of persons who can hear confidential conversations
- Knowledge of the local community and its available resources and agencies
- Ability to work under time constraints and maintain effective job performance
- Should be flexible, creative, possess leadership qualities, present a professional appearance and be able to develop good working relationships with a wide range of people

Preferred Skills & Qualifications:

- Bachelor's or Associate's degree
- Experience working in a non-profit organization with volunteers
- Experience with the court system, DFPS, social work, and/or foster care
- Knowledge and/or experience in TBRI
- Bilingual (Spanish)

Other Requirements:

- Have a valid Texas Driver's License and Insurance
- Submit to all necessary background checks
- Willingness and ability to travel
- Ability to lift 40 lbs.

**Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position*