



## **CASA Volunteer Advocate Coordinator Job Description**

### **Summary**

The Volunteer Advocate Coordinator provides professional staff support to CASA volunteers ensuring that children involved with the CASA program receive sound advocacy and early permanency planning. The Volunteer Advocate Coordinator is responsible for volunteer coordination of cases as well as program documentation. In addition, the Volunteer Advocate Coordinator works under the supervision of the Volunteer Advocate Supervisor in coordinating volunteer activities, such as training, in-service opportunities, volunteer appreciation activities, and volunteer file documentation. National CASA Standards direct that a full-time volunteer advocate coordinator can supervise up to 30 volunteers.

### **Accountability**

The Volunteer Advocate Coordinator is hired by the Executive Director of CASA of Maury County, Inc. The Volunteer Advocate Coordinator reports directly to the Volunteer Advocate Supervisor with both the Executive Director and Volunteer Advocate Supervisor responsible for the Volunteer Advocate Coordinator's performance evaluations.

### **Essential Job Functions**

#### **Volunteer Recruitment, Screening, Training & Supervision of CASAs**

1. Complete CASA Volunteer training in February 2019, Columbia, TN.
2. Complete Training of Facilitator Training in Murfreesboro TN July 31-August 2, 2019.
3. Participate in ongoing CASA Volunteer recruitment.
4. Screen and interview prospective CASA volunteers.
5. Document volunteer files with application, reference checks, background checks, interview notes, attendance at training, and all applicable application and pre-screening procedures.
6. Schedule, coordinate, and attend all training classes (as possible), assisting as moderator and/or presenter.
7. Assist with customization of the training manual, as needed and directed by the Volunteer Advocate Supervisor.

#### **Case Management**

1. Coordinate, document and channel all CASA requests to other staff members until resolution.
2. Match CASA case with appropriate volunteer in consultation with the Executive Director and Volunteer Advocate Supervisor.
3. Track hours, mileage and activities for Volunteers.
4. Keep case files in order to document for grantors' reports.

5. Go through online tutorials for CASA Manager during first quarter of hire. Keep CASA Manager updated effective 07/01/2019 and beyond.
6. Keep necessary and appropriate child records for each case, requesting documents for academic, physical health, mental health and other related documents for children records in cases.
7. Upload documents into Microsoft 365, Sharepoint, Case files. Share documentation with CASA volunteer through email notification upon receipt and upon upload into the electronic case file.
8. Assist CASA Volunteers and Volunteer Advocate Supervisor in the completion of Victims of Crime Assessments and Client Outcome Survey Questionnaires for each case.
9. Consult with CASA Volunteers each month to check in and discuss any updates and concerns with cases.

### **CASA Volunteer Supervision**

1. Through coordination with the CASA volunteer, ensures individual case preparation for the representation of the best interest of assigned children in court proceedings.
2. Make a minimum of one monthly contact with each CASA volunteer and receive a monthly written report from each CASA volunteer.
3. Provide assistance and consultation as needed and when requested.
4. Help develop initial case plans and on-going strategies for advocacy.
5. Attend all court hearings and track court dates, keeping notes for case updates.
6. Consult with appropriate DCS staff regarding client needs and volunteer appointments, coordinating these with the Volunteer Advocate Supervisor.
7. In coordination with the Volunteer Advocate Supervisor, review, approve, and distribute volunteer court reports.
8. In coordination with the Executive Director and Volunteer Advocate Supervisor, coordinate in-service training opportunities to fulfill the 12-hours required by National CASA Standards for all CASA Volunteers.
9. In coordination with the Executive Director and Volunteer Advocate Supervisor, coordinate volunteer appreciation activities.
10. Participate in volunteer evaluations as assigned by the Executive Director and the Volunteer Advocate Supervisor.

### **Program Activities**

1. Represent CASA of Maury County, Inc. with respect, honor and positive attitude.
2. Attend conferences/seminars/meetings to fulfill 12 hours annual in-service requirements as requested by the Executive Director.
3. Attend staff meetings as directed by the Executive Director.
4. Submit Time Sheets bi-monthly and Mileage Sheets monthly by the 5<sup>th</sup> day of the following month as directed by the Executive Director.

5. Submit monthly and/or quarterly reports of activities, i.e. public relations, community awareness, service provider network meetings, vignettes of child stories, and other data/information as requested by the Executive Director.
6. Maintain consistent database management for children, cases, volunteers, hours, etc., as necessary and requested by the Executive Director.
7. Participate in community awareness events as requested/directed by the Executive Director.

### **Community Collaboration**

1. Assists in locating and engaging/developing relationship with community resources as needed.
2. Makes presentations as requested to increase community awareness of the CASA's role in ensuring the best possible outcomes for abused children in Juvenile Court.
3. Cultivates relationships with the Juvenile Court Staff, DCS staff, attorneys who serve as Guardians ad litem and attorneys who represent parents.
4. Serves in community advisory board and/or participates in other community networks/panels/roundtable discussions aimed at improving service delivery to children and families.
5. Participates in fundraisers as directed by Executive Director.

### **Other duties as may be assigned by the Executive Director.**

### **Qualifications**

The Volunteer Coordinator should have the following skills and experience:

1. The educational requirements for the position will include a bachelor's degree. It is preferred that this degree is in social service field, but applicants will be considered with professional experience in social service in place of the degree in this field. One year of experience in the social service field is preferred.
2. The ability to communicate with, coordinate with, supervise and empower CASA volunteers to be effective in their roles. Experience with volunteers preferred.
3. The ability to work cooperatively and collaboratively with all people in the child welfare system, i.e., judicial staff, service providers, Dept. of Children's Services, foster parents, and anyone else who may participate in a CASA appointment.
4. Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect – experience working with such families preferred.
5. An attitude of respect, non-judgmental and empathetic behavior toward clients, being sensitive to values and beliefs of different cultures.
6. Computer skills in Word, Excel, Access and/or database management.
7. Good communication skills, both written and verbal, i.e., the ability to write effective court reports, present information in meetings and court, and public speaking about CASA.
8. Schedule flexibility to be available for nights, weekends, as necessary for training and volunteer/case needs.

9. Reliable transportation, with valid TN Driver's license, and insurance.
10. Cell phone, with expense reimbursement, as directed by the CASA of Maury County, Inc. Board policy.
11. Ability to maintain confidentiality with children, families, staff and personal issues.
12. Commitment to CASA's goals and mission.

### **Requirements**

**Mental:** Requires normal attention with periods of high concentration to complete case review, court reports, documentation, file management, approximately 25% of time. Requires capability of dealing with periods of interactions with case participants in stressful situations approximately 25% of time. Requires normal attention and interactions with volunteers in teaching and supervision, approximately 25% of time. Requires to the ability to multi-task while all the job tasks happen at one time, and while dealing with multiple cases and volunteers demanding a variety of need and attention, approximately 25% of time.

**Physical:** Requires walking/standing approximately 25% of time, standing approximately 25% of the time, driving automobile approximately 25% of time, lifting to 30 lbs., approximately 25% of time.

**Environmental:** Requires capability of performing essential job functions in established office environment under normal lighting and climate control tolerances. Also requires ability to maneuver in environments which are not handicapped accessible such as private homes and apartments.

**Manual Dexterity:** Requires use of hands, arms, and feet for some lifting, use of hands and arms to operate general office equipment and to record written information.