

VOLUNTEER COORDINATOR JOB DESCRIPTION

BASIC FUNCTION:

The Volunteer Coordinator (VC) assumes responsibility for supervision, case management, training, and coordination of up to 30 Court Appointed Special Advocates (CASAs) to ensure that children of assigned cases in the Cuyahoga County Juvenile Court receive quality advocacy in the Court. The VC also collaborates with other CFACC team members to advance the mission of CASA in the community.

RESPONSIBLE TO: CASA Program Director

REQUIRED QUALIFICATIONS:

- A bachelor's degree in a social service-related field, social work, human services, psychology, or equivalent combination of relevant education and experience
- Ability to communicate with, supervise, and empower volunteers to be effective in their roles; previous experience managing volunteers preferred
- Ability to work cooperatively with different types of personalities and diverse populations
- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse, neglect, dependency and foster care
- Familiarity with Juvenile court proceedings and operations preferred
- Commitment to Child and Family Advocates of Cuyahoga County's goals and mission

DUTIES & RESPONSIBILITIES:

Volunteer Processing & Supervision –

- Recruits, trains, coaches, and supervises CASAs
- Conducts in-service meetings with CASAs
- Assigns cases, reviews and approves reports, and provides feedback on assignments through regular documented contacts with volunteers
- Provides technical assistance, guidance, support, and information to volunteers; enforces policies and program standards
- Helps to ensure individual case preparation for the representation of the best interests of assigned children in court proceedings
- Attends selected court hearings and conferences as assigned/scheduled
- Completes written annual evaluations for all CASAs supervised
- Addresses casework or interpersonal problems with CASAs supervised
- Identifies and uses methods to recognize contributions of CASAs
- Enters required information in database to track volunteers and their casework
- Maintains confidentiality of all case information, formal case records and case-related outcomes

Reporting & Record Keeping –

- Ensures that a report or summary is submitted for every court hearing involving a CASA
- Prepares monthly statistics and case lists
- Updates and submits volunteer information forms, case assignment forms, and hearing information promptly and as required
- Maintains CASA files and case files

Planning & Evaluation –

- Assists with developing long- and short-range goals and objectives for program, and specific plans for volunteer recruitment; periodically attends recruitment and outreach events
- Engages in effective public relations, recruitment strategies and activities designed to attract new CASA candidates and advance the mission of CASA; is available some nights and weekends
- Evaluates program accomplishments, problems, and needs

Committees –

- Attends committee meetings of the Board of Directors and/or presents information as requested
- Oversees implementation of all committee directives, policies, and procedures related to CASA programming, and communicates these with relevant staff
- Participates in relevant community committees that will advance the goals and objectives of CASA

Community Collaboration –

- Works with colleagues and with other units and agencies to review program-related procedures, develops cooperative relationships, and resolves problems
- Identifies and keeps informed about available resources for children and families
- Makes presentations to provide information and/or stimulate interest in the program as directed by the Program Director
- Maintains a flexible schedule for early mornings, evenings, and weekends as necessary for periodic trainings, events, fundraisers, and case needs

SALARY RANGE: \$44-47K/Exempt Salaried Position with benefits

Please mail or email a resume and a cover letter describing your qualifications, and interest in the position in confidence to:

Child and Family Advocates of Cuyahoga County

Attn: Executive Director

12200 Fairhill Rd. Ste. E193

Cleveland, Ohio 44120

Email: info@cfadvocates.org

CFACC is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, national origin, color, sex, sexual orientation, age or disability in admission or access to the operation of our programs, services, activities, or our own employment practices. All qualified applicants will be given equal opportunity, and selection decisions will be based on job-related factors.