

Hall-Dawson CASA Program, Inc.

Volunteer Recruitment & Training Coordinator

Job Description

Supervised by: Advocacy Director

FLSA Classification: Salaried, exempt – Administrative exemption

Position type: Full time

Position Goal:

Identify, recruit, screen, and train Volunteer Advocates to ensure every child victim of abuse/neglect is appointed a CASA. Responsible for leading engagement activities for prospective and current volunteers including volunteer recruitment, screening, as well as coordinating training, public education, and volunteer reporting requirements. Provide mentoring and supplemental supervisory support for Volunteer Advocates in collaboration with the Advocacy Coordinators.

Essential Responsibilities:

Community Outreach, Recruitment, Promotion, and Education

- Responsible for volunteer recruitment related activities to ensure sufficient number of Volunteer Advocates.
- Develops and implements annual Recruitment Strategy, including managing progress and reporting.
- Develops a process to ensure ongoing development for recruitment of prospective volunteer base.
- Plans, coordinates, and attends outreach events to recruit and build community awareness of child abuse and neglect.
- Utilizes media relations, community and corporate engagement, and social media presence to lead the development of a prospective volunteer base and spread awareness of CASA.
- Coordinates the creation, distribution and delivery of public education materials.
- Coordinates and collaborates with the Advocacy Director to address agency needs and opportunities surrounding the impact of recruitment on operations and outcomes.

Applicant Screening and Interview Process

- Receives initial application for Volunteer Advocates.
- Schedules and conducts Pre-Service Interviews for applicants in conjunction with the Advocacy Director.
- Ensures completion of volunteer application package.
- Maintains applicant and Volunteer Advocate data including demographics and contact information in OPTIMA or specified database software.
- Completes all volunteer screening requirements as mandated by Standards.
- Identifies initial concerns regarding applicants and makes appropriate recommendation to Advocacy Director.
- Ensures applicant compliance and notify applicant of confirmation of approval.
- Addresses concerns with applicants as needed based on information from the screening process, Pre-Service Training facilitators, and/or Training Staffings.
- Prepares materials and documents for Swearing-In and Oath of Service.

Training Collaboration

- Coordinates and delivers CASA Pre-Service and In-Service trainings.
- Arranges guest speakers for Pre-Service and In-Service Trainings in collaboration with Advocacy Director.
- Arranges *Thank You* card and/or gifts for guest speakers.
- Maintains training records and documents by utilizing existing database system.
- Receives feedback from Advocacy Coordinators on skill levels/gaps of new and existing Volunteer Advocates for continued training and support purposes.

Volunteer Program Development

- Develops various opportunities for volunteerism within the CASA program.
- Coordinates initial admissions and application process for volunteers.
- Responds to individual and community inquiries regarding volunteer opportunities (i.e. One Great Day of Service, philanthropic and school groups, etc.).
- Serves as liaison between Women Working Wonders, the Clothing and Toy Center, and other similar groups as developed.
- Utilizes existing database system for tracking and matching inquiries with volunteer opportunities.
- Compiles data from volunteer and program-related survey or evaluations, and collaborates with Advocacy Director to make program modifications as needed.
- Leads efforts of ongoing and annual volunteer appreciation and recognition systems and activities.

Office Operations

- Answers and returns phone calls or other communication attempts within 24 hours.
- Answers incoming office phone calls and responds to visitors appropriately and in a timely manner (i.e. office coverage).
- Attends Staff Meetings, Strategic Planning meetings, and other internal meetings as needed or assigned.
- Utilizes public network for storage and use of all agency related documents.
- Utilizes Outlook calendar to manage work activities, and shared with Advocacy Director.
- Monitors volunteer engagement and activity for reporting and improvement.
- Provides volunteer feedback and support as needed.
- Assists with volunteer reporting of hours and miles.
- Provides court support as needed.

Professional Behaviors

- Professionalism that includes, but is not limited to, understanding boundaries, forgiveness, consistency, active listening, keen observation, teamwork, values, role modeling, recognition of others, and leadership attributes.
- Communication skills, including the ability to modify, develop, and improve skills.
- Positive attitude and excellent teamwork skills.
- Accepts other assignments, beyond primary job duties, that may support agency public relations, community education, and fundraising or service delivery.
- Participates in volunteer appreciation activities.
- Able to receive feedback on performance and make changes necessary to perform the job; flexible, can change and adapt routines, duties, and interactions.
- Exhibits trust and respect for the authority and decisions by management and the Board of Directors to lead the agency's growth, direction, and evolution.

- Ability to recognize and embody the organizational mission, including the incorporation of shifts and changes within the agency structure.
- When faced with conflict, confusion or disagreement, has the ability to resolve, problem solve, and move on without withdrawing from the team or negatively impacting team productivity.
- Consistently reads and responds appropriately to written information in a timely manner.
- Ability to seek support and clarification in a timely manner from appropriate managers.
- Professional interactions with visitors, volunteers, donors, board members, and funders.
- Accepts professional development and life-long learning as a requirement of the job.
- Recognizes how personal values, opinions, and biases can affect professional judgment.

Education and Experience:

Minimum requirement of Associate degree with 3 years of related experience.

Preferred: Bachelor degree in marketing, advertising, public relations, education, communications, or a related field and 3 years related experience in recruitment, public speaking, teaching, and training.

Preferred Skills and Knowledge:

- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect.
- Understanding of Georgia and National CASA Standards, vision, and mission.
- Understanding of the court system, players, and process.
- Understanding of grant requirements.
- Ability to build and maintain relationships with internal and external stakeholders.
- Organizational skills including daily time management and demonstrated ability to prioritize tasks.
- Takes initiative in the implementation and completion of job duties.
- Uses effective problem solving strategies.
- Quality written and verbal skills with associated analytical and documentation skills.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee will sit for extended periods and is frequently required to stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Other Requirements:

- Valid driver's license, vehicle registration, and insurance.
- Basic to intermediate computer skills proficient for use of MS Office and web-based systems.
- Successful completion of Pre-Service Training and Training of the Facilitator.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.