

Cass County CASA

Program Coordinator Job Description

Volunteer Management

- Assist in screening prospective volunteers.
- Facilitate training, including but not limited to, the training facility, guest speakers, CASA manuals and handouts, and the Swearing-in Ceremony.
- Support & attend Volunteer meetings.
- Assist, edit, and distribute CASA volunteer court reports.
- Supervise unit of volunteers, directly responsible for their guidance and support
- Attend all court hearings with volunteers in unit, others as necessary.
- Be accessible to all volunteers to answer questions.
- Maintain CASA files.

Information Technology

- Manage donor tracking system and partner in fund raising efforts.
- Support Board and Committees in special projects

Board of Directors Support

- Work with the Board in development of Strategic Plan.
- In the absence of the Program Director, keep the Board apprised of program operations, changes, and problems
- Assist Board Committee activities.

Administrative Responsibilities

- Answer telephone calls, take messages and route calls in a courteous and professional manner.
- Greet visitors and volunteers in a professional manner.
- Maintain volunteer and case statistics.
- Organize and maintain office files
- Sort and distribute mail.
- Make bank deposits as required.
- Type, prepare, distribute, copy and file reports/records, correspondence, mailings, etc. related to CASA functions.
- Assist with recruitment, promotion and orientation for CASA.
- Assist in volunteer appreciation events.
- Assist with fundraisers.
- Attend conferences, seminars and/or meetings as requested.
- Perform any and all related duties and responsibilities as assigned.

Qualifications

- Bachelor's degree or equivalent work experience in Human Services or a related field
- The ability to communicate with, supervise and empower volunteers in their roles
- Written and oral communication skills
- Conflict resolution skills
- Knowledge and understanding of Family Court proceedings
- Ability to perform duties with awareness of all CASA policies
- Maintain strict confidentiality and professionalism in all work performances
- Ability to work independently and as part of a team
- Organized and task oriented
- Proficient in the use of technology
- Flexibility

Reports to: Executive Director

Job Goal: Run the program in the absence of the Executive Director. Provide support to the Executive Director, CASA office, Volunteers and Board.

Terms of Employment: 15 hours weekly, days & hours to be scheduled with Executive Director.