



**CASA OF CAMERON AND WILLACY COUNTIES, INC.
JOB DESCRIPTION – Training and Volunteer Supervisor**

TITLE: Training and Volunteer Supervisor
CLASSIFICATION AND STATUS: – Full Time
REPORTS TO: Executive Director

PRIMARY RESPONSIBILITY: Training of volunteers and the Volunteer Supervision of volunteer activities.

JOB ACTIVITIES:

A. Preservice Training:

1. In coordination with the Executive Director, Volunteer Recruiter/Public Relations Coordinator, create and implement a volunteer application, background screening materials, and preservice interview questions that adhere to agency and Texas CASA standards;
2. Schedule and facilitate preservice volunteer trainings; develop an annual training schedule.
3. Ensure all prospective volunteers have completed the necessary preservice training and screening prior to case assignment;
4. Assist the Volunteer Recruiter/Public Relations Coordinator in obtaining all necessary information for each volunteer's agency file.
5. Screening of potential volunteer's.

B. Inservice Training:

6. In coordination with the Executive Director, Volunteer Recruiter/Public Relations Coordinator, develop the content/material and annual inservice training schedule;
7. Coordinate and/or facilitate all inservice trainings;

C. Other Duties:

8. Responsible for the maintenance of volunteer specific materials on CASA's website;
9. Develop the newsletter for CASA and distribute to all stakeholders, volunteers, board and supporters of CASA;
10. Assist in the development of CASA's Volunteer Manual and ensure its compliance with agency policies and Texas and National CASA standards;
11. Assist in the development of volunteer recognition activities;

D. Case Management:

12. Coordinates casework responsibilities including professional, family and child contacts.
13. Coordinates support services, linkage to community resources, if available.
14. Coordinates and channels filing of all CASA reports to the court.
15. Attends court hearings and meetings, and monitors all services.
16. Coordinates home visits, face to face contacts with clients and home assessments.
17. Knowledge of child placement options, levels of care, and TDPRS policies and procedures.
18. Initiates notice of assignment of volunteer to case, and prepares statement to judge.
19. Consults with Executive Director about problems or concerns with client needs.
20. Carries a maximum caseload of up to 20 cases.
21. Maintains up-to-date case files, including progress notes, weekly chronological narratives, reports and correspondence, etc.
22. Any and all other related casework as assigned by the Executive Director.

F. Volunteer Supervision:

23. Supervises volunteer advocates that are assigned to cases.
24. Maintains monthly contact with each volunteer and receives case reports.
25. Provides assistance and consultation to volunteers as needed and when requested.
26. Maintains volunteer reports and other statistical case information.
27. Consults with the Executive Director regarding volunteer assignments.

G. Program Activities:

28. Attends available conferences or workshops for the development of programs for staff.
29. Attends staff meetings as requested by the Executive Director.
30. Assists in public education about CASA, or its volunteers.
31. Participates in the program evaluation and development.
32. Assists in volunteer recognition events.
33. Completes special projects and tasks as assigned.
34. Adheres to and completes any and all assignments requested by the Executive Director.

H. Office Administration:

35. Maintains a professional, clean and organized environment.
36. Maintains proper office policies and procedures.
37. Adheres to work rules and stands of conduct.
38. Assists in orientation of all new staff.
39. Maintains a neat appearance, professional attire for court, and proper phone etiquette.

I. Job Accountability and Standards:

40. Ability to clearly convey and interpret information to others in a clear manner, both orally and in writing.
41. Ability to work under time constraints and maintain effective job performance.
42. Ability to make decisions independently in a consistent and timely manner.

43. Ability to identify problems in both case management and volunteer coordination and plan corrective action with approval from the Executive Director.
44. Provides timely and accurate reports for submission to the court and other involved parties.
45. Provides notification of meetings and court hearings to child advocates.
46. Maintains case and child advocate statistics for funding and statistical reporting.
47. Maintains and fosters congenial relationships with other professionals.
48. Evaluates child advocates case activity and performance.
49. Participates in or facilitates ongoing continuing education opportunities.
50. Attends community meetings/receptions/ presentations as assigned by the Executive Director.
51. Assists in statistical compilation.
52. Prepares weekly and/or monthly activity reports.

QUALIFICATIONS:

1. Mature with a great ability to lead.
2. Strong organizational skills and administrative skills.
3. Great relationship skills.
4. Good communication skills both verbal and written.
5. Self starter with minimal guidance.
6. Bachelor's degree in social work and/or related field required.
7. Prior experience in volunteer recruitment, screening, and management preferred.
8. Prior experience in facilitation or course instruction preferred.
9. Ability to work with a variety of individuals.

CASA Staff

Date

CASA Executive Director

Date