



## Job Description Volunteer Coordinator

**Reports to:** Communications Director

**Status:** NON-EXEMPT

**Job Summary:** This position is responsible for the recruitment of volunteer advocates and maintenance of statistical program data. This position requires the individual to clearly communicate to the community CASA's mission and need for volunteer advocates.

### **Volunteer Coordinator Essential Responsibilities**

- Attends events for the purpose of recruiting volunteers. Provides crime victim services information and resources at all events.
- Provides recruitment materials that are distributed to all prospective volunteers
- Fosters relationships with community groups that represent target demographic groups needed in CASA's volunteer pool
- Assist in identifying community leaders and CASA supporters within target demographic groups to work with in promoting the need for new volunteers
- Assist in evaluating methods used to reach out to diverse groups and adjusts efforts accordingly
- Builds and maintains relationships with community groups and organizations for the purpose of increasing support and awareness as well as identifying potential volunteer advocates
- Communicates with community contacts regularly to maintain awareness of the need for new volunteer advocates
- Maintains accurate records of recruitment events and recruitment activities
- Serves as a member of CASA's Recruitment Team composed of board, staff, and volunteers
- Works with the Recruitment Team to create an annual volunteer recruitment and retention plan for the agency based upon strategies created in the agency's strategic plan;
- Promotes the mission of CASA at all community events including CASA sponsored events. This includes information on providing child abuse crime victim advocacy direct services and resources. Including events held after hours and weekends.

**Volunteer Recruitment and Maintenance**

- Utilize Optima to follow up with applicants for initial interviews
- Serve as the point of contact for prospective volunteers by providing information on a one to one basis, answering any questions related to providing direct services to child abuse victims, and providing information on upcoming trainings
- Schedule and conduct initial interviews with potential volunteers
- Ensure each prospective volunteer have appropriate, timely background checks in accordance with Texas CASA Standards and all required documents
- Ensure prospective and new volunteer files are complete and entered in the database
- Maintain monthly volunteer list and process closed volunteer file
- Run various Exception and Advocacy reports as assigned at regular intervals; work with staff and volunteers to ensure volunteer records and case information is accurate

**Other Responsibilities**

- Assists with other duties as assigned
- Works collaboratively as part of the CASA staff, helping other members when needed
- Contributing to a positive morale and work environment and serving as a positive role model for others
- Represents CASA in a professional and friendly manner at various community events

**Knowledge, Skills, and Experience**

- At least 1 year experience in a human services or related field; or at least 2 years experience in volunteer services
- An understanding of the role of the CASA volunteer
- Experience and comfort in working in multi-cultural environments and with people from diverse backgrounds
- The ability to create and maintain relationships with community members and groups
- The ability to work effectively and cooperatively in a team environment
- The ability to interact with current and potential volunteers in a friendly and supportive manner

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**CASA Staff**

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**Date**

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**Executive Director**

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**Date**