

Columbia Gorge CASA

JOB & APPLICATION PROCESS DESCRIPTION

JOB TITLE: Volunteer Manager

JOB STATUS: Full-Time, Exempt

SUPERVISOR: Executive Director

RECRUITMENT

CLOSE DATE: 4/28/21

POSITION SUMMARY: The Volunteer Manager provides professional support, supervision and case management to volunteer Court Appointed Special Advocates (CASAs).

The Volunteer Manager ensures that children served by the program receive sound advocacy and early permanency planning in accordance with the Oregon Statute, federal laws, National CASA Association and the policies of Columbia Gorge CASA. The Volunteer Manager position is an integral and dynamic member of Columbia Gorge CASA's advocacy team.

RESPONSIBILITIES:

Volunteer Supervision

- Supervise, monitor, motivate and support up to 30+ volunteers to promote effective child advocacy, volunteer satisfaction and compliance with program protocols & policies;
- Maintain monthly contact with volunteers and conduct annual reviews of all assigned volunteers;
- Ensure that volunteers provide advocacy that is sensitive to the cultural, ethnic, socioeconomic and religious background of each child and that the special needs of each child are addressed;
- Ensure volunteers submit required reports in a timely fashion;
- Assist volunteers with written court reports by reviewing the content and form and making suggested revisions as needed;
- Encourage volunteers to provide oral presentations to the Juvenile Court;
- Develop and implement multi-faceted volunteer recognition activities;
- Oversee publication of weekly email newsletter to volunteers.

Case Management

- Review new cases and assign to appropriate volunteers;
- Track notify volunteers of hearing dates and attend hearings as time permits;

- Receive case related discovery and distribute to volunteers in a timely manner;
- Interact professionally and proactively with the Oregon Department of Human Services, Juvenile Court, attorneys and all other case related individuals or agencies;
- Ensure all volunteer and child case files are regularly updated and maintained according to program policies and National CASA standards;
- Timely documentation of current case activities and demographic information in program database;
- Ensure volunteers are prepared for scheduled court hearings as needed;
- Alert Executive Director regarding all significant volunteer or case related issues or concerns.

Volunteer Training

- Develop and coordinate program sponsored volunteer continuing education trainings;
- Identify relevant community training opportunities to share with volunteers;
- Track and document volunteer completion of 12-hours of continuing education annually, including periodic reminders of progress;
- Consult with Training Coordinator regarding suggested changes to training curriculum in response to identified knowledge lapses demonstrated by new volunteers.

Program Development

- Represent the program in the community, child welfare, and juvenile court system through participation in work groups, committees and public relations activities as assigned;
- Assist in the development and implementation of program policies, procedures, program strategies and evaluation efforts, compilation of program reports, staff and CASA volunteer recruitment, and fundraising activities as requested by the Executive Director.

QUALIFICATIONS:

- Two years of college or related work/volunteer experience;
- One year human service experience at a professional level or equivalent;
- Experience supervising and/or training adult volunteers or employees;
- Demonstrated ability to work with a diverse group of individuals and personalities;
- Ability to effectively organize and track time, documents and content;
- Great people skills and strong writing skills;
- Knowledge of the Dependency Court and Child Welfare systems strongly preferred;
- An understanding of the dynamics of child abuse and neglect and familiarity with community social service resources strongly preferred;
- Good computer skills to include Microsoft Office programs, electronic newsletter programs, and database entry;
- Ability to work flexible hours, including occasional evenings;
- Bilingual in English/Spanish preferred.

AGENCY DESCRIPTION:

Columbia Gorge CASA advocates for the needs and well-being of children in foster care through professionally trained and supported community volunteers. We provide these services in the Oregon counties of Wasco, Sherman and Hood River.

Last year 59 volunteers provided advocacy for 122 children. We currently have a staff of five talented and skilled individuals (3.00 FTE). Our office is located in Hood River, Oregon. Columbia Gorge CASA is proud to be an Equal Employment Opportunity employer. We celebrate diversity and do not discriminate based on race, religion, color, national origin, sex, sexual orientation, age, veteran status, disability status, or any other applicable characteristics protected by law.

SALARY & BENEFITS:

- Salary \$18.50-\$20.00/hour DOE
- Paid vacation & sick leave
- 10 paid holidays
- \$400 monthly health care stipend
- 5% employer paid retirement
- Cell phone stipend
- Flexible work environment & schedule

APPLICATION PROCESS:

All applicants must submit a resume and a detailed cover letter outlining how your experience, training and education makes you an ideal candidate for the CASA Volunteer Manager position. Three references will be required for applicants invited for an interview. The candidate selected for the position will be required to complete and pass a background check prior to employment. Email or mail your resume & cover letter to Susan Erickson, Executive Director, at the email or address below:

Email: serickson@gorgecasa.org
Mail: PO Box 663, Hood River, OR 97031

Sorry, but applicants who do not comply with the application process will not be considered.

