

JOB TITLE: Advocate Coordinator

REPORTS TO: Chief Program Officer

STATUS: Full time, Salary, Exempt

POSITION SUMMARY

The Advocate Coordinator should be a highly motivated and organized individual who provides CASA Volunteer Advocates with the highest level of training, education, coaching, mentoring, and support as volunteers advocate for children in the foster care system. Advocate Coordinators co-facilitate training of new volunteer advocates. Then, they are matched with volunteer advocates and cases involving children in foster care. As a coordinator, they are responsible for ongoing coaching, record keeping, advocacy support, retention, and collaboration with families and child welfare agencies involved in child welfare cases. Advocate Coordinators shall be passionate about furthering CASA's mission and vision.

JOB RESPONSIBILITIES

- Ensure regular contact with volunteers to provide coaching and evaluate advocacy.
- Provide coaching on emerging issues and/or crisis to assigned CASA Volunteer Advocates.
- Resolve casework or interpersonal problems with CASA Volunteer Advocates they coach.
- Assist with matching volunteers with children in foster care.
- Review, edit, and submit reports to the court in accordance with program procedures.
- Provide feedback on assignments through regular, documented contact with volunteers.
- Prepare CASA Volunteer Advocates for court proceedings, providing support and guidance prior to and during court hearings, as needed.
- Collaborate and communicate with other professionals to most effectively support CASA Volunteer Advocates and create the best outcomes for children.
- Provide ongoing training for volunteers to ensure they are meeting their requirements for on-going/in-service education required by National CASA.
- Ensure volunteer advocates are following protocol for level of involvement with the child.
- Timely and accurately enter required information, data, and pleadings in Optima, CASA's case management system, and ensure volunteer advocates are doing the same.
- Help develop initial and ongoing case strategies for advocacy.
- Maintain electronic case files.
- Attend court hearings and track court dates.
- In partnership with CASA Leadership and the Advocacy team, assist with the development of long and short-range goals and objectives for program excellence, growth, and development.
- Collaborate with the Advocacy team to evaluate team accomplishments and areas of opportunity for growth.
- Assist in implementation of plans for volunteer retention.
- Encourage CASA Volunteer participation in quality improvement efforts (surveys, etc.).
- Participate in and/or coordinate CASA events throughout the year.
- Work with CASA colleagues and other agencies to review program-related procedures, develop cooperative relationships, and resolve identified issues.
- Identify and keep informed about available community resources for children and families.
- Complete CASA training as directed by the National CASA Association guidelines.
- Attend in-service trainings, conferences, seminars, and meeting, as requested.
- Co-facilitate trainings with the Training and Education Manager
- Perform other duties as assigned.

REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in social services related field preferred, equivalent combination of education and experience may be considered
- 2 or more years of professional experience in child welfare related field preferred
- Strong written and verbal communication skills
- Strong organizational ability and attention to detail, including ability to work independently and coordinate multiple, diverse projects, set realistic deadlines, and manage a timeline.
- Experience in volunteer program management, nonprofits, child welfare, or juvenile law preferred.
- The ability to manage conflict and work cooperatively with different personalities.
- Demonstrated experience and success with effective communication with individuals from various backgrounds.
- Strong organizational ability and attention to detail, including ability to work independently and coordinate multiple, diverse projects, set realistic deadlines, and manage a timeline.
- Patience.
- Strong business acumen and leadership abilities.
- Demonstrated ability to anticipate and solve practical problems.
- High standards of integrity and ethics.
- Proficiency in Microsoft Office Suite
- Must have a valid Driver's License, reliable vehicle, and proof of auto insurance