

## **CHILDHAVEN, INC.**

### **JOB DESCRIPTION**

**Position:** CASA (Court Appointed Special Advocate) Program Advocate Coach  
**FLSA Status:** Non-Exempt (Hourly)  
**Reports To:** San Juan CASA Program Director  
**Hours:** Flexible - to accommodate child/family's schedule  
**Work Schedule:** Part time position Mon-Fri, to include some evening and weekend hours.

#### **GENERAL STATEMENT OF DUTIES:**

The Advocate Coach provides specific training support to CASA Volunteers, ensuring that they gain detailed knowledge to enhance the personal advocacy services each child victim receives. The advocate coach is responsible primarily for tasks pertaining to the coaching, recruitment, training, and retention of San Juan CASA Volunteers. This position focuses on San Juan County CASA Program's goal of providing 100% of children in state custody with a well-trained and engaged court appointed special advocate volunteer.

#### **PRIMARY DUTIES:**

1. Organize and research ongoing training opportunities within San Juan County and National CASA for CASA Volunteers. Not limited to specific topics when coaching volunteers with meaningful opportunities to build their advocacy skills.
2. Maintain training space and technology in the CASA office to be utilized by volunteers on a regular basis pertaining to the children they serve on their individual cases.
3. Organize and facilitate monthly In-Service Trainings for CASA Volunteers.
4. Provide ongoing coaching for CASA volunteers. Actively coach using tools provided by CASA Program Director and Volunteer Supervisor.
5. Attend monthly treatment team and school meetings with designated volunteers and record meeting notes for database.
6. Prepare, coordinate, and facilitate Pre-Service Trainings in preparation of new CASA volunteers. Training could be facilitated in-person or virtually.
7. Assist in providing Program Director and Volunteer Supervisor information for CASA volunteer evaluations.
8. Complete CVRC applications by applying for CVRC benefits on behalf of the victims of abuse and neglect cases.
9. Assist with case management tasks including data entry in Optima and maintaining office files to ensure accurate demographic reporting and effective client services.
10. Train CASA volunteers to administer client satisfaction surveys and stakeholder surveys.
11. Will work within the community to recruit CASA volunteers while utilizing various channels including social media, community events, and online platforms.
12. Will complete onboarding of new CASA volunteers by assisting with the screening of backgrounds, interviewing, and setting up CASA personnel folder.
13. Assist with volunteer retention by building open communication with CASA volunteers, while utilizing feedback through identified experiences.
14. Assist with quarterly reports by logging all monthly contact logs provided by CASA Volunteers in an excel spreadsheet and maintain file.
15. Make in-person and/or virtual presentations to the community about Childhaven/San Juan County CASA Program. Presentation presence could vary from small to large groups.
16. Perform administration duties when needed; attend staff meetings, design monthly calendars for volunteers, send program announcements, help gather resources, and ensure other duties are completed as assigned.

17. Attend professional development training, courses and/or conferences, some travel may be needed.
18. Assisting with the annual CASA Appreciation Luncheon in planning and coordinating with CASA staff.
19. The ability to lift 20 pounds/being on your feet for extended periods at a time.

**JOB KNOWLEDGE:**

- Cultural competence and sensitivity: Skilled in working with a population diverse in ethnicity, race, religion, socioeconomic background, physical and/or mental ability, sexual preference, and gender identity/expression.
- The ability to network with various entities while building relationships within the community in efforts to help recruit CASA volunteers and provide resources for CASA children.

**QUALIFICATIONS:**

- Associate degree in social service-related field or equivalent combination of education and experience.
- Proficient in Microsoft Office
- Typing skills of 55-60 wpm
- Excellent communications skills written and oral.
- The ability to interact effectively with people in diverse cultures and socioeconomic backgrounds.
- Knowledge and understanding of Child Welfare System