

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: 40 hours per week typically Monday - Friday hours, includes some evening and weekend events. 1 hour lunch.

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:

- **VOLUNTEER RECRUITMENT**
 1. Perform outreach in the community to recruit CASA volunteers by attending approved community events.
 2. Follow up with potential volunteers within 48 hours of initial contact with an information packet.
 3. Make in-person and/or virtual presentations to the community about Childhaven/San Juan County CASA Program. Presentations may vary from small to large groups.
- **VOLUNTEER ORIENTATION, SUPPORT, AND TRAINING**
 4. Organize and research ongoing training opportunities for CASA volunteers in San Juan County. Utilize National CASA resources. Not limited to specific topics when coaching volunteers to build their advocacy skills.
 5. Maintain a training space and sufficient technology in the CASA office to be utilized by volunteers on a regular basis to assist them in serving their cases.
 6. Organize and facilitate monthly In-Service Trainings for CASA Volunteers.
 7. Provide ongoing coaching for CASA volunteers. Actively coach volunteers using tools provided by CASA Program Director and Volunteer Supervisor.
 8. Prepare, coordinate, and facilitate Pre-Service Trainings in preparation of new CASA volunteers. Training could be facilitated in-person or virtually.
 9. Encourage CASA volunteers to administer client satisfaction surveys and stakeholder surveys.
 10. Complete onboarding of new CASA volunteers by assisting with the background screenings, interviewing, and setting up new CASA volunteers' personnel folder.
 11. Assist with volunteer retention by building open communication and relationships with CASA volunteers.
 12. Assist with the annual CASA Appreciation Luncheon in planning and coordinating with CASA staff
- **PROGRAMMATIC**
 13. Attend monthly treatment team and school meetings with designated volunteers and record meeting notes in database.
 14. Complete Crime Victim Reparation Commission (CVRC) applications by applying for CVRC benefits on behalf of the victims of abuse and neglect cases.
 15. Assist with case management tasks including data entry in the database and maintain client files to ensure accurate documentation of client demographic reporting and effective client services.

16. Assist with quarterly reports by logging all monthly contact logs provided by CASA Volunteers in an excel spreadsheet and update monthly.
17. Perform additional duties when needed; attend staff meetings, design monthly calendars for volunteers, send program announcements, help gather and distribute resources, and ensure other duties are completed as assigned.
18. Attend professional development trainings, courses and/or conferences; some travel may be needed.
19. Follow supervisor's directives. Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- 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.
- Ability to work independently and manage multiple tasks.
- The ability to speak publicly in small to large groups when facilitating monthly In-Service Trainings for CASA Volunteers
- Experience with database software and tracking program data.

QUALIFICATIONS:

- Associate's 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, both written and oral.
- The ability to interact effectively with people in diverse cultures and socioeconomic backgrounds.
- Experience with community outreach.
- Experience mentoring or working with volunteers.
- Knowledge and understanding of Child Welfare System
- Must pass local, state, and federal background checks (including fingerprints).
- Must have reliable transportation and be eligible to become a driver for Childhaven (Age 25 or older, hold a current and valid NM Driver's License, and maintain a clean driving record).
- Must obtain and maintain CPR/First Aid and CPI certification. Attain and maintain a training log of 24 hours annually of approved training to include CYFD trauma-informed approved trainings.
- Abide by state licensing regulations and standards, and Childhaven policies and procedures.