

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 specialized training and support to Court Appointed Special Advocate (CASA) volunteers, ensuring they possess the detailed knowledge necessary to provide high-quality advocacy for child victims. This role is primarily responsible for the recruitment, coaching, training, and retention of San Juan County CASA volunteers. The central objective of this position is to support the San Juan County CASA Program's goal of providing 100% of children in state custody with a highly trained, well-prepared, and engaged volunteer advocate.

PRIMARY DUTIES:

• VOLUNTEER RECRUITMENT

1. Following the established CASA Volunteer Recruitment Plan, use approved methods to recruit CASA volunteers in the community.
2. Attend pre-approved community events and/or man event tables to share information about the CASA program with potential volunteers.
3. Follow established protocols for contacting volunteers within 48 hours of initial contact, along with other required weekly recruitment communications.
4. Using the established process, carefully track all metrics related to events attended, flyer distribution, phone calls and emails made, and additional metrics, as assigned by the Development Director.
5. Regularly meet with the Development Director for coaching on recruitment tactics, report metrics, and establish recruitment goals.
6. Make in-person and/or virtual presentations to the community about the San Juan County CASA Program. Presentations may vary from small to large groups.

• VOLUNTEER ORIENTATION, SUPPORT, AND TRAINING

7. 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.
8. 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.
9. Organize and facilitate monthly In-Service Trainings for CASA Volunteers.
10. Provide ongoing coaching for CASA volunteers. Actively coach volunteers using tools provided by CASA Program Director and Volunteer Supervisor.
11. Prepare, coordinate, and facilitate Pre-Service Trainings in preparation of new CASA volunteers. Training could be facilitated in-person or virtually.
12. Encourage CASA volunteers to administer client satisfaction surveys and stakeholder surveys.
13. Complete onboarding of new CASA volunteers by assisting with the background screenings, interviewing, and setting up new CASA volunteers' personnel folder.
14. Assist with volunteer retention by building open communication and relationships with CASA volunteers.

15. Assist with the annual CASA Appreciation Luncheon in planning and coordinating with CASA staff

• **PROGRAMMATIC**

16. Attend monthly treatment team and school meetings with designated volunteers and assist with advocating and recording meeting notes in database.

17. Complete Crime Victim Reparation Commission (CVRC) applications by applying for CVRC benefits on behalf of the victims of abuse and neglect cases.

18. 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.

19. Assist with quarterly reports by logging all monthly contact logs provided by CASA Volunteers in an excel spreadsheet and update monthly.

20. 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.

21. Attend professional development trainings, courses and/or conferences; some travel may be needed.

22. 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.
- **Preferred: Experience recruiting personnel or volunteers and/or sales experience.**

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 training.

- Abide by state licensing regulations and standards, and Childhaven policies and procedures.

JOB DESCRIPTION – PART II

DIRECTIONS: This form lists various physical and mental requirements that enable us to describe the requirements for the position listed above.

None: Not required in this position	Occasional: Performed or encountered 1% to 33% of the work time	Regular: Performed or encountered 34% to 66% of work time	Frequent: Performed or encountered 67% to 100% of work time
1. Mobility, Climbing 2. Lifting/Carrying more than 50 Pounds	3. Operating Office Equipment (Other than Computer) 4. Speaking to Large Groups 5. Lifting/Carrying 5 Pounds 6. Lifting/Carrying 6 to 20 Pounds 7. Lifting/Carrying 21 to 30 Pounds 8. Lifting/Carrying 31 to 50 Pounds 9. Mobility, Crawling 10. Environmental Conditions Indoors - Cold/Heat 11. Environmental Conditions - Dust, Smoke, Fumes 12. Environmental Conditions Outdoors – Rain, Snow, Cold, Heat 13. Driving Company Vehicle	14. Move Freely About Office 15. Using Telephone 16. Mobility, Walking 17. Mobility, Standing 18. Mobility, Bending 19. Visual Requirements Close-up Work 20. Visual Requirements Reading Computer Monitor 21. Visual Requirements Reading for Long Periods 22. Produce Written Documents 23. Dexterity, Handling Objects 24. Dexterity, Reaching for Objects 25. Dexterity, Grasping Objects 26. Dexterity, Fingering/Touching Objects 27. Dexterity, Ability to Feel Objects 28. Hearing on the Telephone 29. Speaking on the Telephone 30. Speaking in Person 31. Exposure to Stressful Situations 32. Public Contact, via Phone 33. In Person, Public Contact 34. Decision-making Stress 35. Environmental Conditions – Noise	36. Sitting For Long Periods 37. Using Computer 38. Visual Requirements Overall Vision: 39. Hearing Normal Speech 40. Concentration

Please list any pre-existing medical conditions that may limit your ability to perform the job requirements.

SIGNATURES: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position. Failure to complete these duties may result in termination or resignation.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____