

Employer: Athens Oconee CASA  
Position: Advocacy and Training Coordinator  
Status: Full-time (To begin)  
Salary: \$41,000  
Benefits: Medical, vision, and dental insurance (employee monthly premium is covered by the organization), access to Simple IRA 3% match after first 90 days, 15 days of annual leave (with an increase in pto time after 2 years), 17 paid holiday per year.

### **Organization Overview**

Through advocacy and mentorship, the Athens Oconee Court Appointed Special Advocates (CASA) organization empowers community members to stand up for a foster child and champion their rights in court. CASA recruits, trains, and provides ongoing support to community volunteers serving as officers of the court to advocate for the best interests of abused and neglected children in the foster care system. Through sustained, personal attention, CASA volunteers create positive change in children's lives, providing children with hope, stability and opportunities to thrive in preparation for healthy, productive adult lives. A CASA Advocacy Coordinator's role is to support these CASAs while they accomplish these goals. More information can be found at [www.athensoconeeCasa.org](http://www.athensoconeeCasa.org).

### **Position Overview**

The Advocacy and Training Coordinator is responsible for leading the CASA preservice training program in addition to the administrative case management of the open dependency court cases serviced by CASA. CASA preservice training occurs 2-3 times a year. The Advocacy and Training Coordinator collaborates with staff to screen potential volunteers and provide volunteer advocate training during these times. Additionally, the Advocacy and Training Coordinator provides supervision and direction to a partial caseload of Peer Coordinators and CASA volunteer advocates and ensures volunteer compliance with Agency policies. An essential part of the Advocacy Coordinator position is working with each CASA volunteer one-on-one to ensure each child's physical, emotional, psychological, and educational needs are met. To collect information on the child's needs, an Advocacy and Training Coordinator will spend time in court hearings, in DFCS meetings, editing and providing feedback on CASA court reports, and in communication with the CASA volunteers on their case load on a weekly basis.

Please submit your application, resume and cover letter on our website:

<https://www.athensoconeeCasa.org/employment-opportunities.html>

### **Responsibilities**

#### **Advocacy Coordinator: (Average 50% of the time)**

- Supervision, support, and management of a partial caseload of volunteer advocates and their assigned cases.
  - Support and guide volunteer advocates in the completion of court-mandated duties, including, but not limited to, developing and submitting monthly timesheets and notes, into CASA Manager system, court reports, monthly reporting for grant compliance and participating and documenting court hearings and case meetings.
  - Exercise discretion and independent judgment to assist advocates in creative problem solving, utilizing Agency and community resources and ensuring objectivity, accuracy, and consistency in dependency permanency planning while maintaining focus on best interest principles.
  - Maintain monthly minimum contact with advocates, providing coaching, feedback, and support tailored to individual case and volunteer needs.
    - This includes being timely/responsive to each CASA throughout the month as needs and questions arise on their case in between regularly scheduled check-ins
      - This may include afterhours support if an emergency occurs that requires CASA volunteer involvement.
    - Volunteer support also requires tracking volunteer timesheet and services, monthly check ins, providing feedback, receiving feedback, and assessing each volunteer's experience and emotional well-being in their work in order to ensure this volunteer experience is still a good fit and beneficial to the case.

- Facilitate and mediate relationships between advocates and professionals, family members, and others as needed. At times ensuring that the CASAs work, and opinion are incorporated into the decision-making process.
- Identify and share information about specialized services and resources with advocates and CASA staff.
- Participate and collaborate with CASA staff to troubleshoot case concerns and implement solution-based ideas.
- Attend and document court hearings and DFCS meetings weekly for those cases not currently served by a CASA and assess the needs of cases on an ongoing basis in order to prioritize which are in most need of a CASA and envision how a CASA could best support each case.
- Assist in the grant billing process each month for cases served.
- Assess and strategically match advocates with cases in a timely manner.
- Monthly evaluate and document advocate performance in the fulfillment of their duties
- Maintain organized, accurate and up-to-date physical and electronic case records in compliance with Agency protocols, HIPAA laws, and ensure data integrity for reporting needs.
- Establish and maintain effective, collegial working relationships with CASA staff, board and volunteers, as well as with representatives of the respective courts, attorney panel, education service providers and other community service providers and entities.
- One would need to possess solid, persuasive written and verbal skills with the ability to maintain positive interpersonal relationships with diverse community members and professionals in a collaborative manner.
- Attend and participate in weekly meetings with the CASA staff.
- Support Athens Oconee CASA to provide comprehensive, extended training for volunteer advocacy and mentorship.

#### **Lead CASA Pre-Service Trainer (Average 45% of the time)**

- Leads and facilitates CASA Preservice training 2-3 times per calendar year in collaboration with the Advocacy Team
  - Each spring, summer, and fall intensive/all-encompassing training session is 6 weeks long
  - This will include facilitating training sessions that are outside the Monday-Friday 9-5 hours.
- Receives and reviews initial application and autobiographies for potential Volunteer Advocates and responds within 24 business hours.
- Schedules and conducts Pre-Service Interviews for applicants in conjunction with the Advocacy Team.
- Accepts/declines potential volunteer advocates.
- Ensures thorough completion of volunteer application package.
- Facilitated at minimum one pre-service orientation sessions per training session for all accepted trainees.
- Maintains applicant and Volunteer Advocate data including demographics and contact information in CASA Manager and Eleo in collaboration with the Program Support Coordinator.
- Creates and maintains pre-service calendar, schedule, training records, notes, and documents by utilizing existing database system in collaboration with the Program Support Coordinator.
- Works in conjunction with Advocacy Team on skill levels/gaps in knowledge and diversity of new and existing Volunteer Advocates for in-service training, revision of pre-service training curriculum, and support purposes.
- Identifies and documents initial concerns regarding applicants and facilitates discussion with Advocacy Team members as needed.
- Ensures applicant compliance throughout preservice training.
- Able to initiate difficult conversations and navigate conflict in a leadership capacity.
- Identifies concerns regarding trainees, facilitates discussion, and develops plan of action with Advocacy Team members as needed and during training staffings.
- Facilitates training check ins with each Volunteer Advocate in training to receive and give constructive feedback.
- Partners with Advocacy Team in the transition from trainee to Volunteer Advocate to assess and strategically match Advocates with Advocacy and Peer Coordinators in a timely manner.
- Leads and plans swearing in ceremony in collaboration with the Program Support Coordinator.
- Co facilitates Peer Coordination training in conjunction with Advocacy team or Director.

- Provide assistance with training of new advocates and the continuing education and retention of established advocates. This will include facilitating training sessions that are outside the Monday-Friday 9-5 hours.

**Additional Duties May Include: (Average 5 % of the time)**

- Participate in Athens-Oconee CASA Marketing Campaigns before, during, and after regular business hours
  - Attend Volunteer Recruitment events as needed, utilizing social media and other promotional avenues. This could include public speaking opportunities.
  - Invest, grow, and support CASA social media platforms and initiatives, by helping to share and engage with content on CASA social media accounts.
- Participate in Community Meetings as a representative of the agency.
- Participate and assist in the managing of agency fundraisers.
- The CASA Executive Director may assign other tasks from time to time; Athens Oconee CASA is a small non-profit organization requiring flexibility from its staff.
- Participate in the continuing education and retention efforts of established advocates.
- Participates in volunteer appreciation activities.

**Traits and Expectations**

- Associates/Bachelor's degree, preferably in social-service related field, public relations, education, communications, or a related field and 3 years related experience in recruitment, public speaking, teaching adults, and training.
  - Experience in the fields of social service, juvenile law, education and volunteer program management and/or case management required.
  - Knowledge of the needs and strengths of transitional youth with an appreciation of the middle and late adolescent stages of development; direct service experience supporting youth in foster care strongly preferred.
  - Strong working knowledge of community resources in the city of Athens and the greater Clarke and Oconee County Area.
  - Candidates will need access to their own reliable transportation around Clarke and Oconee counties on a weekly basis and then transportation throughout the state up to ten times a year, this is likely to include overnight and weekend work at times.
  - Establish and maintain effective, collegial working relationships with CASA staff, board and volunteers, as well as with representatives of the respective courts, attorney panel, education service providers and other community service providers and entities.
  - Accepts professional development and life-long learning as a requirement of the job.
  - Must complete all National CASA required pre-service Volunteer Advocate Trainings; and undertake related self-development activities.
  - Must pass a comprehensive background check.
  - Spanish-English bilingual candidates encouraged to apply.
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- Flexibility with hours, this role will include regular evening and weekend events including recruitment activities, attending and facilitate trainings, as well as work in the community, office and potentially virtually.
  - Professionalism: Follows through on commitments. Approaches others in a tactful manner. Reacts well under pressure. Treats others with respect and consideration regardless of their status or position. Accepts responsibility for own actions.
  - Teamwork: Creates and maintains a team environment. Gives and welcomes feedback. Has a willingness to ask for help. Contributes to building a positive team spirit. Puts the success of the team above own individual interests. Able to build morale and group commitments to goals and objectives. Supports everyone's effort to succeed. Assumes the best of other people's actions.
  - Strong written communication skills, including editing skills; candidates should be prepared to provide a writing sample upon request. Will need to write clearly and informatively. Can edit work for spelling and grammar. Can

vary writing style to meet needs. Must be able to read and interpret written information. Must be able to provide constructive objective feedback.

- Excellent oral communication skills, including the ability to welcome feedback, calmly evaluate and make mindful, strategic decisions in emotionally charged situations and in the absence of complete clarity. Speaks clearly and persuasively in positive or negative situations. Listens and gets clarification. Responds well to questions. Coaches others through situations.
- Delegation: Delegates and monitors work assignments of others. Matches the responsibility to the person. Gives authority to work independently. Can set expectations and provide recognition for results.
- Problem Solving: Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative solutions.
- Planning/Organizing: Strong organizational and time management skills. Ability to multi-task, set priorities, and meet deadlines. Prioritizes and plans work activities. Uses time effectively. Can set goals and objectives. Assists others with organizing their tasks. Demonstrates independent timekeeping skills. Detail oriented.
- Interpersonal Skills: Self-motivated with ability to take initiative. Has desire to surpass expectations. Focuses on solving conflict, not blaming. Listens to others without interrupting. Keeps emotions under control. Remains open to constructive feedback and other's ideas.
- Customer Service: Manages difficult or emotional situations. Responds promptly to client's and volunteer's needs. Solicits feedback to improve service. Facilitates communication. Knows that the volunteer and their experience is one of our top priorities.
- Initiative: Volunteers readily. Undertakes self-development activities. Looks for and takes advantage of opportunities. Asks for and offers help when needed. Be willing to take on new tasks even if no prior experience in the task area.
- Must demonstrate follow-through on commitments, with accountability for own actions.
- Possess an ability to independently manage one's workload and schedule while also remaining open to collaboration and teamwork. Must be available to both independently and collaboratively work in and out of the office environment.
- Project Management: Ability to accomplish projects with little supervision. Strong project management skills, including exceptional attention to detail.
- Team Morale: Having a positive attitude about your employment with the organization, attitude, satisfaction and overall outlook of employment within the organization. This contributes to building a positive team spirit, help programs meet goals, supports other's efforts to succeed, excitement and enthusiasm generated, motivation and builds morale.
- Cooperation with Supervisor: Working together for the same goal, assistance with their requests.
- Leadership: Providing guidance, coaching, facilitation, direction to volunteers, clients, interns, and other staff members when it is an area of expertise and/or you are their direct supervisor.
- Commitment and passion for the mission, vision and value of Athens Oconee CASA
- Client and Stakeholder Engagement: Builds and maintains relationships with your direct client (families, children, volunteers, staff, board members, interns, program, organization as a whole) and community stakeholders for your program and clients to foster a helpful and productive outcome.
- Computer skills: Possesses strong typing skills. Has the ability to learn and perform the tasks on a computer (Microsoft 365, Google Suite, host virtual meetings, sending and receiving emails, uploading data into our management systems, Canva and social media platforms) with the ability to quickly learn and incorporate new technology and software.
- Ability to maintain confidentiality and exercise diplomacy and discretion in communication with others.
- Demonstrated respect of all people regardless of socioeconomic background, race, culture, religion, sexual orientation, disability or gender and experience working with culturally diverse.
- Travel: Ability to travel frequently throughout Clarke and Oconee Counties and occasionally within the state. Some overnight and out of state stays will be required.

#### **Physical Requirements and Work Environment:**

- Ability to sit and type at computer for at least 4 hours per workday. Ability to lift 5-15 pounds of office supplies, AV equipment, or festival supplies occasionally carry out or assist with other duties not listed on this job

description. This position requires the manual dexterity sufficient to operate phones, computers, and other office equipment.

- The position requires the physical ability to kneel, bend, and perform light lifting. This person must have the ability to write and speak clearly using the English language to convey information and be able to hear at normal speaking levels both in person and over the telephone. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus. Generally, the working conditions are good with little or no exposure to extremes in health, safety hazards, and/or hazardous materials. Work is performed in an office setting, in homes and in the community.