

**Luna County**  
Position Description

Position Title: CASA Volunteer Coordinator

**POSTED: Monday, 10/29/2018 @ 8:00 AM CLOSES: Monday, 11/12/2018 @ 5:00 PM**

Salaried(Y/N): N Salary Range: 16 (Min \$22,593.00 Mid \$28,242.00) Shift: Monday thru Friday daytime, occasional evening and weekend hours Location: Luna County	Department: Community Health & Well Being Program: CASA Supervisor: CASA Program Manager and Community Health & Well Being Director.
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**Summary:**

Contingent upon the availability of grant funding, under direction of the CASA Program Manager and the Community Health and Well Being Director, this is a full-time position that performs a variety of work as assigned in a wide range of areas focused on clients and their families. Demonstrates strong ethical, professional and service oriented service to all clients. Responsible for recruiting, training and supervising volunteers to provide services as court appointed special advocates for neglected and/or abused children; coordinate assignment of cases in a timely, efficient manner; attend any staff meetings, court hearings and relevant meetings important to the cases(s), in place of the volunteer when necessary or as case manager; provide case management for those clients who have not yet been assigned a volunteer; create and implement year round in service training program for volunteer training.

**Essential Duties & Responsibilities:**

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

CASA Volunteer Coordinator is charged with recruiting, training, and supervising CASA Volunteers. Meets with newly assigned volunteers and be able to walk members through the different CASA duties, such as first visits with the social worker, the clients family, or other interested parties when requested by the CASA volunteer. Must be able to speak effectively before groups. Must aid and guide the CASA volunteer throughout the length of the case in an effort to manage difficulties as they arise whether those problems are with the case or the volunteer's handling of the case. Must attend any necessary appointments in place of the CASA volunteer when the volunteer is unable to attend. Meet with the CASA Volunteer Supervisor for supervision on a regular basis. Greet, assist and direct the public in a professional and service-oriented manner. Provides advocacy to and supports clients. Attends local, regional and/or state meetings that involve the mission of the agency. Acts as liaison to the community as requested. Build and develop community support and relationships with businesses and private entities to support volunteerism. Speak and write effectively and efficiently all necessary reporting forms and client documentation. Work closely with other staff members to provide comprehensive services to clients. Must attend weekly staff meetings as set by Director. Must complete and adhere to any provisions dictated by funding sources.

Ensures compliance with applicable safety regulations and administrative policies, operating and maintenance instructions and procedure manuals. Additional duties may arise to ensure compliance of grants.

**Supervision:**

Works under the direction of the CASA Program Manager and Community Health and Well Being Director.

**Supervisory Responsibilities:**

Supervises all CASA volunteers.

**Qualifications:**

**Education, Certification and Experience:**

Must have a High School Diploma or GED certificate.

Must be at least 21 years of age per grant requirements.

Must be able to complete and clear a finger print background check and pre-employment drug screen.

Must have a valid New Mexico Driver's License.

Two (2) years relevant experience with target population, provider services and knowledge of community resources (preferred).

Associates degree or higher in related field (preferred).

**Language Skills:**

The skill to read, analyze and interpret general business periodicals, professional journals, technical procedures, and governmental regulations. The skill to write routine reports, business correspondence. Stability, responsibility, maturity and excellent listening skills. Strong interpersonal communication skills and ability to work effectively with diverse backgrounds. The skill to logically and effectively present information both orally and in writing and respond to questions from groups of managers, clients, customers and the general public. Bilingual preferred but not required.

**Knowledge:**

Knowledge and understanding of the cycle of violence and be able to educate clients of these dynamics.

Knowledge of standard computer software for word processing, spreadsheets, presentations and related software applications.

**Ability:**

Able to write routine reports and correspondence. Ability to effectively work with and inform County officials, employees, citizens' boards and the general public. Ability to earn and maintain the respect of co-workers. Able to assist in writing of volunteer reports when necessary. Able to meet with the CASA volunteer at the completion of an assignment for the purpose of evaluation. Ability to act as case manager when a volunteer has not been assigned to a case and attend all necessary meetings and court hearings until a volunteer is assigned to the case. Ability to create and implement monthly in-service training program for volunteers after recruitment. Able to complete any and all paperwork or any time sensitive responsibilities, in a timely manner. Ability to communicate logically and clearly both orally and in writing; follow oral and written instructions, with minimal supervision. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Able to communicate effectively with all CASA volunteers on a timely basis for the purpose of supervision and empowerment of volunteers. Ability to perform in crisis situations. Ability to develop and meet goals and customer satisfaction initiatives. Ability to speak effectively on a one on one basis with individuals. Ability to exercise independent judgment and initiative with minimal supervision. Ability to work as a team player and be willing to deliver superior customer service to both internal and external customers. Able to attend training, workshops and conferences when appropriate, for the continuation and/or development of skills and knowledge necessary to complete the work. Able to maintain complete confidentiality at all times, to include safe guarding of client files, agency internal information and any other sensitive materials.

**Physical Demands:**

Must be able to operate a variety of standard office equipment which includes a motor vehicle, computer, calculator, telephone, cell-phone, fax machine, copier, and projector. Employee is frequently required to sit, speak and hear and use hands to finger, handle, or feel objects, tools, or controls. During the work

shift, the employee may be required to stoop, kneel, crouch, crawl, reach with hands and arms, climb and balance. Vision requirements include the ability to read routine documents and use a computer. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus. Due to the nature of the work the employee may be required to respond to accidents and or emergencies during the work shift.

**Work Environment:**

Work is usually performed inside under typical office conditions; the noise level in the work environment is quiet in the office, with some background noise, depending on the activity level with in the CASA office.

**Applicant Declaration**

I have read the above Position Specifications. I understand the demands and expectations of the position described and to the best of my knowledge and have no limitations that would prevent me from performing these duties as indicated. I understand that this application is considered public record.

**I authorize the County of Luna to run a full background check on myself.**

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Printed Name

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Driver's License Number

\_\_\_\_\_  
Date of Birth

