

**CASA OF NATRONA COUNTY
PERSONNEL POLICIES & PROCEDURES**

CASE MANAGER/VOLUNTEER COORDINATOR JOB DESCRIPTION

GENERAL DESCRIPTION:

The Case Manager/Volunteer Coordinator provides professional staff support to CASA volunteers ensuring that children involved with the CASA program receive sound advocacy and early permanency planning. The Case Manager/Volunteer Coordinator is responsible for volunteer supervision and training and coordination of cases. The Case Manager/Volunteer Coordinator is also required to support and attend fundraising and awareness events that are an integral part of non-profit programs.

QUALIFICATIONS:

The Case Manager/Volunteer Coordinator should have the following skills and experience:

- Bachelor's Degree in social service-related field or equivalent combination of education and experience.
- The ability to communicate with, supervise and empower volunteers to be effective in their roles.
- The ability to work cooperatively with different types of personalities and backgrounds.
- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect.

ACCOUNTABILITY: At-Will Employee

The Case Manager/Volunteer Coordinator is hired by the Executive Director with approval of the Board of Directors. The Case Manager/Volunteer Coordinator reports directly to the Program Manager who is responsible for his/her training and support. The Executive Director is responsible for his/her performance evaluations.

RESPONSIBILITIES:

- Complete CASA training as well as new employee training.
- Assist in the recruiting, screening, interviewing, and training of new volunteers.
- Review new cases and assign appropriate volunteers in consultation with the Program Manager.
- Coordinate volunteer trainings, annual training hours and log weekly contact.
- Update and maintain the CASA Manager
- Prepare and distribute assignment documentation.
- Help develop initial case plans and on-going strategies for advocates on their assigned cases.
- Review and distribute volunteer court reports.
- Attend court hearings and track court dates, and other meetings.
- Provide assistance and consultation for volunteers as needed and when requested.
- Assist volunteers in completion of their volunteer documents.
- Participate in volunteer evaluations as assigned by the Program Manager.
- Oversee assigned volunteers and assist with identified needs.

- Attend staff meetings and assist in the evaluation of the program. Attend staffing's with the Guardian ad Litem Program and the Department of Family Services.
- Attend in-service trainings and assist with coordination and facilitation of the training.
- Assist in volunteer appreciation events, fundraising events, and community awareness events.
- Provide office coverage as assigned by the Program Manager or Executive Director. The CASA office is open from 8:00 AM to 4:00 PM, Monday through Friday.
- Complete work time sheets semi-monthly as well as monthly VOCA timesheets and documentation.
- Attend conferences/seminars/workshops/meetings as requested by the Program Manager or Executive Director.
- Participate in performance evaluations of this position as directed by the Executive Director.
- Participate in committee meetings for fundraising events, assist in all aspects of organizing and executing fundraising events to include but not limited to: requesting and gathering donation items, set up and tear down of event, marketing and publication of the event, and other tasks as delegated.
- Other duties as may be assigned by the Program Manager or Executive Director, as needed to ensure functionality of the program.

EMPLOYEE CLASSIFICATION: Full-time **AT-WILL EMPLOYEE.**

The Case Manager/Volunteer Coordinator is an EXEMPT employee. Exempt from overtime pay.

Amended & Approved by Board of Directors 08/05/26

Amended & Approved by Board of Directors 04/24/15

Amended & Approved by Board of Directors 06/23/14

Amended & Approved by Board of Directors 01/13/11

Approved by Board of Directors 11/11/03