

Job Description:

Training Coordinator



POSITION SUMMARY

The Training Coordinator is responsible to oversee the ongoing recruitment & training of new advocates and to assist with agency-wide data management and communication plans. Primary duties include advocate on-boarding, planning and implementation of pre-service and in-service trainings, and management of databases concerning case and advocate data. This position also has primary duties related to general community outreach and awareness initiatives.

SUPERVISOR: Executive Director

CLASSIFICATION: Non-Exempt, Full Time

WORK SCHEDULE: M-F, 8:00-5:00pm or as determined by Executive Director; frequent evenings and weekends required

WORK LOCATION: Huntsville office, some travel required

QUALIFICATIONS:

- Must be 21 years of age or older.
- High school diploma or a GED required.
- Bachelor's degree in social work, psychology, criminal justice, or similar field, OR 3 years related experience, OR
A combination of education, experience, and training that would produce the required knowledge and abilities.
- Must have reliable transportation, a current driver's license and current auto insurance.
- Experience with children preferred.
- Experience supervising others preferred.

SKILLS & ABILITIES:

- Ability to effectively facilitate organizational trainings & community presentations.
- Ability to communicate with excellence both orally and in writing.
- Ability to work effectively with a diverse group of people.
- Ability to work as a member of a team.
- Ability to maintain objectivity.
- Ability to exhibit professionalism in behavior and appearance.
- Ability to facilitate the work of others & facilitate conflict resolution in productive ways.

SCREENING & TRAINING

- Must successfully complete screening requirements, to include an employment application, personal interview, reference checks, and criminal background investigation.
- Must complete 30 hours of pre-service training and court observation.

- Must complete 12 hours of in-service/continuing education training annually.

JOB RESPONSIBILITIES

A. Advocate Recruitment (25%)

- 1) Manages volunteer inquiries. Communicates with potential advocates and maintains related records appropriately.
- 2) Coordinates CASA's representation at speaking engagements, booths, fairs, and other community engagement opportunities. Participates as needed.
- 3) Coordinates CASA's attendance at speaking engagements with civic groups, community organizations, and other relevant groups.
- 4) Hosts CASA 101 (or similar) sessions on a regular basis.
- 5) Keeps local media sources (Radio, Print Media, CASA's website) up to date on advocacy/volunteer opportunities.
- 6) Maintains inventory for all recruitment and community outreach materials to include banners, flyers/brochures, and promotional materials.
- 7) Utilizes social media and other media avenues to promote general awareness of CASA and upcoming training/engagement opportunities.

B. Advocate On-Boarding & Training (40%)

- 1) Implements advocate screening procedures to include criminal background checks, application review, reference checks, and pre & post training assessment interviews.
- 2) Maintains records regarding expirations of criminal background check records, and updates record checks as needed.
- 3) Plans & implements 30-hour pre-service volunteer training courses for all prospective advocates, as needed.
- 4) Coordinates swear-in and court observation arrangements for all trained advocates.
- 5) Assists the Program Director in the planning and implementation of regular in-service volunteer training courses, workshops, and other training opportunities for all active advocates as needed.
- 6) Assists in keeping advocates informed of available in-service/training opportunities.
- 7) Informs advocates of case availability and identifies possibilities for case appointment.
- 8) Attends case staffings with CASA staff to select and assign volunteers for case appointment.
- 9) Maintains accurate records concerning advocate onboarding and training and keeps an up-to-date database of relevant program information.
- 10) Screen, trains, and onboards companions and maintains up to date records regarding these processes.

C. Planning and Leadership (15%)

- 1) Assists in the development and implementation of volunteer recruitment & retention strategies.
- 2) Leads and participates in committees that support that organization's recruitment, outreach, and training goals.

D. Advocate Retention & Support (5%)

- 1) Supports and provides recognition for advocates individually and collectively and takes actions to retain volunteer advocates.
- 2) Assists with the development and implementation of long term and short-term strategic goals and plans to effectively retain advocates.

- 3) Works with agency staff to ensure that advocates are fully informed of relevant program updates, upcoming events, and other relevant information.

E. Direct Services (2%)

- 1) Assists the Program Director with assessments for eligibility for Crime Victims Compensation for all families served, as needed.
- 2) Maintains complete confidentiality regarding information about the child(ren), volunteers, and other protected information within the program.

F. Public Relations & Community Education (5%)

- 1) Maintains working relationships with the court personnel and other relevant agencies, persons, and organizations.
- 2) Promotes awareness of child abuse/neglect and the needs of abused and neglected children.
- 3) Assists with and/or participates in scheduled prevention activities and events.
- 4) Assists with and/or participates in fundraisers as needed.

G. General (8%)

- 1) Maintains positive working relationships with CASA staff, volunteers, and Board of Directors.
- 2) Complies with and supports all policies and procedures of CASA of Walker, San Jacinto & Trinity Counties.
- 3) Participates in relevant continuing education opportunities as required by the duties of the position.
- 4) Provides statistical and narrative reports as needed for grant reports, agency publications, and board reports.
- 5) Assists Executive Director with compliance monitoring as needed.

This position is made possible fully or in part by existing grant funding; continued employment and salary could be contingent on funding renewal with applicable grants.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as exhaustive of all responsibilities, duties, and skills required for the position.

Updated: 10/18/2023