

Job Description:

Outreach & Operations Coordinator



POSITION SUMMARY

The Outreach & Operations Coordinator provides high-quality program support to the Executive Director and the CASA program overall, with specific concentration areas in Outreach, Volunteer Recruitment, and general administration. He/she interacts routinely with the CASA staff, volunteers, board, donors, and general public.

SUPERVISOR: Executive Director

CLASSIFICATION: Non-Exempt, Full Time

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

WORK LOCATION: Huntsville office, some travel required

QUALIFICATIONS:

- High School Diploma AND 3 years related/administrative experience
- Bachelor's Degree Preferred
- Must have reliable transportation, a current driver's license, and current auto insurance.
- Experience with non-profit event planning and/or fundraising preferred

SKILLS & ABILITIES:

- Superb organizational and time management and prioritization skills with attention to details.
- Self-starter with ability to work well independently and in group settings.
- Exceptionally oral and written communication skills.
- Strong problem solving and analytical thinking skills.
- Ability to work effectively as a member of a team.
- Ability to exhibit creativity, flexibility, and follow through in work tasks.
- Ability to exhibit professionalism in behavior and appearance.

SCREENING & TRAINING

- Must successfully complete screening requirements, to include an employment application, personal interview(s), reference checks, and a criminal background investigation.

JOB RESPONSIBILITIES

A. Community Outreach (Recruitment)

- 1) Manages volunteer inquiries and CASA 101 attendance. 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) Keeps local media sources (Radio, Print Media, CASA's website) up to date on advocacy/volunteer opportunities.
- 4) Maintains inventory for all recruitment and community outreach materials to include banners, flyers/brochures, and promotional materials.
- 5) Utilizes social media, the CASA website, and other media avenues to promote general awareness of CASA and upcoming training/engagement opportunities.
- 6) Assists in the development and implementation of volunteer recruitment & retention strategies.
- 7) Leads and participates in committees that support that organization's recruitment, outreach, and training goals.

8) Volunteer Onboarding & Training

- 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) Coordinates swear-in and court observation arrangements for all trained advocates.
- 4) Assists with the planning & implementation of pre-service volunteer training courses for all prospective advocates, as needed.
- 5) Maintains accurate records concerning advocate onboarding and training and keeps an up-to-date database of relevant program information.
- 6) Screen, trains, and onboards companions and maintains up to date records regarding these processes.

B. Advocate Retention & Support

- 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.

C. Finance & General Administration

- 1) Provide general administrative leadership to ensure efficient operation of the CASA office
- 2) Prepare, maintain, and distribute meeting minutes/records for CASA Board, committees, and work-groups
- 3) Ensures the proper and timely completion/submission of administrative documentation by all CASA Staff/Board Members/Volunteers (including, but not limited to Purchase Documentations, Supply request, Conflict of Interest renewals, etc.)
- 4) Assists with the recruitment & orientation of new board members, as needed
- 5) Oversee the general maintenance and operations of the CASA office/facilities.
- 6) Submit bills and expenditures to accountant for reimbursement and accounting
- 7) Coordinate activities (i.e. deposits, bank reconciliations, etc.) with the Board President & Treasurer as needed

D. Donor Communication

- 1) Maintain all contribution and donor records
- 2) Assist with the coordination and implementation of donor communications, to include e-newsletters, mailings, and donation acknowledgments.
- 3) Assist with the Maintenance and cultivation of relationships with existing donors and stakeholders.

E. Executive Relationship

- 1) Collaborate regularly with the Executive Director to determine work priorities and evaluate progress and deadlines.
- 2) Act as the administrative point of contact between the Executive Director and external contacts, appropriately directing all queries.
- 3) Coordinate calendar and appointment schedules for office meetings, committees, and outside activities; and may represent the Executive Director at such meetings as requested.

7) General

- 1) Maintain working relationships with financial stakeholders and other relevant agencies, persons, and organizations.
- 2) Maintain confidentiality in handling sensitive information received in the performance of the job duties.
- 3) Perform duties in a professional manner through daily, punctual attendance at locations of work assignment.
- 4) Maintain positive working relationships with CASA staff, volunteers, and Board of Directors.
- 5) Comply with and support all policies and procedures of CASA of Walker, San Jacinto & Trinity Counties.
- 6) Provides statistical and narrative reports as needed for grant reports, agency publications, and board reports.
- 7) Assists with and/or participates in fundraisers as needed.

- 8) Complete timely reports as required.

CASA positions are 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. Position will require other duties as assigned.

Employee Signature/Date

Supervisor Signature/Date