



COURT APPOINTED SPECIAL ADVOCATES OF FRANKLIN COUNTY

Volunteer Management Director *Job Description*

Classification

The volunteer director is classified as a salaried, full-time, exempt employee and is directly accountable to the Executive Director.

Qualifications

The volunteer director should have a bachelor's degree and a minimum of two years experience in volunteer management, special events or project management utilizing volunteers, must be able to supervise and empower volunteers to be effective in their roles; experience in a sales and relationship building capacity is helpful. The volunteer director must have excellent written and oral communication skills. The job does require periodic evening and weekend hours.

CASA of Franklin County is committed to the principles of non-discrimination and equal employment opportunity to all applicants and employees based on qualifications and abilities.

Duties

1. Volunteer recruitment, screening and training:
 - Tracks, monitors and follows up on inquiries from all potential volunteers.
 - Screens, interviews and initiates a background check on prospective volunteers.
 - Schedules and organizes a minimum of three CASA/GAL training sessions per calendar year.
 - Schedules, organizes, facilitates and participates in all aspects of training, schedules speakers, assembles and updates training manuals, coordinates required equipment, space, presenters and refreshments. Compiles security lists and schedules judge or magistrate for swearing-in ceremonies.
 - Presents at trainings and schedules other staff as presenters for selected topics.
 - Monitors volunteers' participation in training as a screening tool.
 - Plans and schedules a minimum of 12 hours of volunteer in-service training sessions annually.
 - Tracks, monitors and reports on all volunteer in-service hours.
 - Reviews and selects on-line training material.
 - Tracks and monitors the evaluations from all training sessions.
 - Updates files on speakers, topics and training materials to maintain a relevant and effective volunteer training program.
 - Reviews and maintains volunteer recruitment and retention plan in collaboration with the executive director.

- Works with IT techs to maintain and update web pages dedicated to volunteer topics and issues.
2. Case management
 - Schedules and directs case conference meetings with staff attorneys.
 - Assigns volunteers to cases in collaboration with staff attorneys, based on case dynamics.
 - Reviews case closing evaluations submitted by staff attorneys and volunteers.
 - Monitors and updates volunteer records in agency database systems and runs reports as needed.
 3. Volunteer supervision
 - Provides ongoing motivation, assistance, support and consultation for volunteers.
 - Mediates conflicts, addresses disciplinary issues and develops corrective plans of action as needed in collaboration with the executive director.
 - Monitors volunteer records in the database and volunteer files to ensure accuracy and compliance with state and national standards.
 - Monitors volunteers' anniversary dates and completes annual evaluations in collaboration with staff attorneys.
 - Plans, directs and implements volunteer recognition event, special events and other volunteer activities in collaboration with the executive director and administrative staff.
 4. Case Flow Supervision
 - Implements, monitors and updates the Volunteer Management Protocol and Handbook.
 - Oversees volunteer involvement with the case flow process.
 - Responsible for ensuring compliance with the Volunteer Management Protocol on the part of all participants, including but not limited to monthly update monitoring process.
 5. Other
 - Assists with the development of the quarterly newsletter as it pertains to volunteer topics.
 - Maintains volunteer center and resource library.
 - Participates in recruitment and other agency events as required.
 - Represents the agency at community events and presentations as directed.
 - Assists with other duties as requested by the executive director.

Compensation

Based on experience the salary range is \$44,000 to \$48,000 annually.

Benefits, paid time off (PTO), accruing sick and vacation time. All county holidays.

Outside Employment

The volunteer director shall not engage in outside employment that will conflict, overlap or otherwise interfere with his/her ability to perform the required duties.

Newly hired volunteer supervisors are required to attend volunteer pre-service training.

Please send resume and cover letter by September 11, 2017 to Kathy Kerr, Executive Director, at kkerr@casacolumbus.org. For additional information visit www.casacolumbus.org.