

Program Coordinator

The following is a sample job description for a CASA/GAL program coordinator:

QUALIFICATIONS

- 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. Those with experience with volunteers given preference
- The ability to work cooperatively with different types of personalities
- Knowledge and understanding of issues and dynamics within families in crisis relating to child abuse and neglect. Those with experience working with such families given preference
- Commitment to the program's mission, goals and standards

RESPONSIBLE TO

- Program director

DUTIES & RESPONSIBILITIES:

VOLUNTEER SUPERVISION

- Provides and/or oversees volunteer training:
 - Using National CASA Association volunteer training curriculum or its equivalent, plans, implements and evaluates participant-based training for new volunteers
 - Conducts monthly in-service meetings with CASA/GAL volunteers. Keeps records of agendas, minutes and attendance and provides copies to program director
- Assigns cases, reviews and approves reports and provides feedback on assignments through regular documented contacts with volunteers
- Provides technical assistance, guidance, support and information to volunteers
- Through coordination with the CASA/GAL volunteer and program attorney, ensures individual case preparation for the representation of the best interests of assigned children in court proceedings
- Completes written annual evaluations for all CASA/GAL volunteers he/she supervises and provides copies to program director
- Resolves casework or interpersonal problems with CASA/GAL volunteers he/she supervises
- Identifies and uses methods to recognize contributions of CASA/GAL volunteers
- Enters required information in COMET to track volunteers and their casework

REPORTING/RECORD KEEPING

- Ensures that a report or summary is submitted for every court hearing involving a CASA/GAL volunteer
- Prepares monthly statistics and case lists
- Updates and submits volunteer information forms, case assignment forms, attorney representation reports and hearing information promptly and as required
- Maintains volunteer and case files

PLANNING & EVALUATION

- Participates in assigned work groups and provides input to the program director on the following:
 - Development of long- and short-range goals and objectives for program growth and development
 - Development of specific plans for volunteer recruitment within the county
 - Development of public relations and recruitment strategies and activities
 - Evaluation of program accomplishments, problems and needs within the county

COMMUNITY COLLABORATION

- Works with colleagues and with other units and agencies to review program-related procedures, develop cooperative relationships and resolve problems
- Identifies and keeps informed about available human resources for children and families
- Arranges local media interviews and makes presentations to provide information and/or stimulate interest in the program as directed by program director