



DRAFT: Peer Coordinator Volunteer Job Description
(10/02/2012)

Mission Statement: Alameda County CASA promotes and supports quality volunteer advocates to speak for the best interests of abused and neglected children in the dependency court system.

Position: The CASA Peer Coordinator is a senior level volunteer position that provides coaching and support to a small group of new CASA volunteers under the direct supervision of paid professional Case Supervisors to ensure that children involved with the CASA program receive quality advocacy.

Impact of position: Advocates require and deserve competent coaching and support in order to provide effective and appropriate advocacy for children. Opportunity for greater peer to peer engagement to enhance program quality and improve volunteer retention. Program offers advanced leadership development, training and experience. Allows Alameda County CASA to scale up program and serve more youth over the long term.

Commitment: Peer Coordinators are required to make a two-year commitment and should expect to work 20-25 hours per month.

Qualifications:

- Must have served as a CASA volunteer in good standing with the program for at least one year.
- Complete Peer Coordinator application, interview and training components.
- The ability to problem solve effectively.
- Excellent customer service skills.
- The ability to delegate and set expectations.
- Must have strong written communication skills and the ability to edit court reports.
- Maintain criminal background and driving record clearance.

Responsibilities to advocates:

- Provides ongoing case support and guidance to 5-10 CASA volunteers.
- Assist CASA staff with matching new volunteers with initial case.
- Attend first meeting between volunteer and child.
- Meet with volunteer within 1-2 months of initial meeting to write a case plan.
- Maintain weekly contact with volunteer for first month of case; after that, maintain minimum of one time per month contact with volunteer.
- Collect, track and file monthly documentation for each volunteer.
- Provide volunteer with court report writing support. Edit and revise report with volunteer. Forward report to CASA office for routing and distribution to court and collaterals.



Responsibilities to advocates (cont.):

- Attend court with CASA volunteer when it is their first hearing, and when warranted at future court dates.
- Conduct 60 day review of advocates' performance and case review.
- Provide crisis management, information and referrals to CASA volunteers.
- Meet with CASA volunteers to discuss and complete resignation paperwork when needed.

Responsibilities to program:

- Remain in good standing with the Alameda County CASA program.
- Review cases with Case Supervisor once every two months.
- In office support, including maintaining advocate files.
- Attend meetings as requested by the CASA program office.
- Submit monthly hours and contact forms to the CASA Case Supervisor.
- Quarterly waitlist maintenance in the CASA Program Office.