JOB DESCRIPTION – SENIOR PROGRAM COORDINATOR

REPORTS TO: Program Director
SUPERVISES: CASA Advocate and Peer Coordinator Volunteers

FTE AND BENEFITS:
• Current FTE: 1.0 (40 hours/week)
• PTO (paid time off) prorated to FTE and length of employment
• Health insurance (medical, dental, vision) and simple IRA retirement benefits
• This position is salaried and exempt, i.e. not subject to state and federal wage and overtime requirements

AGENCY MISSION: Court Appointed Special Advocates provides a powerful voice for abused and neglected children in Lane County.

THE POSITION: The Senior Program Coordinator coaches and supports Peer Coordinators and CASA Volunteers to oversee and implement the direct service of the CASA Program.

RESPONSIBILITIES TO THE CASA VOLUNTEERS
• Introduce case to experienced CASA Advocate and notify Wait List Coordinator and Program Director of case acceptance
• Provide coaching, support and motivation as necessary to maintain and enhance advocacy
• Review cases with CASA Advocates monthly and utilize coaching techniques when appropriate
• Review all case meetings with the CASA Advocate and consult with Program Director if needed
• Review and approve CASA Advocate’s court reports and finalize and distribute to Court and Parties to the case
• Attend court hearings and CRB meetings as needed
• Support your CASA Advocates by attending volunteer appreciation event and recognizing their achievements
• Conduct and debrief End of Case Review with CASA Advocates at case closing

RESPONSIBILITIES TO THE PEER COORDINATOR VOLUNTEER
• Provide coaching and support to assigned Peer Coordinators and oversee their work on their ongoing CASA Child cases.
• Meet with Peer Coordinator to review cases for CASA Advocates
• Notify the Peer Coordinator when a new case file and working file are available to pick up
• Provide coaching, support and motivation as necessary to maintain and enhance the support CASA Advocates receive.
• Meet with Peer Coordinator to determine and discuss any problems or plans involving the CASA Advocate
• Conduct 60-day and annual Support Reviews for Peer Coordinators
• Notify Peer Coordinators of conferences, seminars and meetings as appropriate
• Review CASA Child cases with Peer Coordinator quarterly or more frequently as needed
• Support your Peer Coordinators by attending the volunteer appreciation event and recognizing their achievements

RESPONSIBILITIES TO THE PROGRAM:

• Assist Volunteer Coordinator with interviewing potential CASA Advocate volunteers
• Meet with Waitlist Coordinator & Trainer for case assignment
• Participate in CASA University, Peer Coordinator training and ongoing trainings
• Submit all court orders including petitions, substitutions and dismissals.
• Sort initial discovery on a new case and set up a “working file” for the Peer Coordinator.
• Sort subsequent discovery and distribute “working file” documents to the Peer Coordinator and all originals to the CASA Advocate volunteer.
• Finalize and distribute CASA Advocate Court Reports
• Serve as a liaison between CASA program and strategic partners – court, attorneys, DHS, CRB & other service providers
• Identify with Program Director a specialty of interest to pursue and support program
• Provide coverage for Peer Coordinators as needed.
• Familiarization with CASA Program Policies and Procedures including: Order of Appointment, Confidentiality Agreement, CASA Advocate Contract, Peer Coordinator Contract, ORS Statute, Juvenile Court Etiquette, DHS MOU, Juvenile Court MOU.
• Review CASA Advocates’ discovery summaries/case updates for coaching opportunities
• Document monthly case reviews and other contacts as reported by CASA Advocate or Peer Coordinator Volunteers
• Review Child cases with Program Director on a quarterly basis, or more often if needed
• Notify Program Director of critical events in a Child’s case
• Distribute and Track court hearings and CRB dates and confirm CASA Advocate’s attendance
• Consult with Program Director regarding CASA Advocate or Peer Coordinator performance concerns
• Provide adequate notice to Program Director for planned absences
• Participate in the Peer Coordinator screening process

QUALIFICATIONS

• Education and/or Experience - A Bachelors degree is preferred in social work, psychology or a combination of education and work experience in human services; Must have previous experience working with volunteers and knowledge and understanding of juvenile law, child abuse and neglect, families in crisis, and other social services skills.
• **Delegation** - Delegates and monitors work assignments for Peer Coordinators and CASAs; Matches the responsibility to the person; Gives authority to work independently; Sets expectations; Provides recognition for results.

• **Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings; Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

• **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Assists Peer Coordinators and CASA Advocates with organizing their tasks.

• **Customer Service** - Manages difficult or emotional Peer Coordinator and CASA Advocate situations; Responds promptly to Peer Coordinator and CASA Advocate needs; Solicits Peer Coordinator and CASA Advocate feedback to improve service; Facilitates communication.

• **Problem Solving** - Identifies and resolves problems in a timely manner; Focuses on solving conflict, not blaming; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

• **Interpersonal Skills** - Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

• **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

• **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

• **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

• **Computer Skills** - To perform this job successfully, an individual should have knowledge of: Google mail and documents; Internet software; Spreadsheet software and Word Processing.

• **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity; Works within approved budget; Conserves organizational resources.

• **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

• **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

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