

Employer: Children First, Inc.
Position: Athens-Oconee CASA Advocacy Coordinator
Status: Full-time (To begin December 2020)
Salary: \$35,000 (maximum salary upon hire) (health insurance, Simple IRA, 15 days of annual leave)

Organization Overview

Through advocacy and mentorship, the Athens Oconee Court Appointed Special Advocates (CASA) organization empowers community members to stand up for a foster child and champion their rights in court. CASA recruits, trains and provides ongoing support to community volunteers serving as officers of the court to advocate for the best interests of abused and neglected children in the foster care system. Through sustained, personal attention, CASA creates positive change in children's lives, providing children with hope, stability and opportunities to thrive in preparation for healthy, productive adult lives. More information can be found at www.athensoconeeCasa.org.

Position Overview

The Advocacy Coordinator is primarily responsible for the administrative case management of the open dependency court cases serviced by CASA. In doing so, the Advocacy Coordinator provides supervision and direction to Peer Coordinators and CASA volunteer advocates, and ensures volunteer compliance with Agency policies. The Advocacy Coordinator also collaborates with Children First staff to screen potential volunteers, provide volunteer advocate training, and ensure that the educational needs of all client youth are met. Please submit your application, resume and cover letter on our website <https://www.childrenfirst-inc.org/athens-oconee-casa-advocacy-coordinator.html>

Responsibilities

Supervision, support and management of volunteer advocates and their assigned cases

- Support volunteer advocates in the completion of court-mandated duties, including, but not limited to, developing and submitting monthly contact logs, court reports and case plans and participating in court hearings and case meetings
- Maintain organized, accurate and up-to-date physical and electronic case records in compliance with Agency protocols, HIPAA laws, and ensure data integrity for reporting needs
- Create and participate in Children First, Inc and Athens-Oconee CASA Marketing Campaigns
- Facilitate and attend Volunteer Recruitment, utilizing social media and other promotional avenues. This could include public speaking opportunities
- Co-facilitate Athens-Oconee CASA fundraising and community events
- Exercise discretion and independent judgment to assist advocates in creative problem solving, utilizing Agency and community resources and ensuring accuracy and consistency with dependency permanency planning law and best practices
- Facilitate and mediate relationships between advocates and professionals, family members, and others as needed
- Assess and strategically match advocates with cases in a timely manner
- Maintain monthly minimum contact with advocates, providing coaching and advice tailored to individual case and volunteer needs
- Identify and share information about specialized services and resources with advocates and CASA staff
- Annually evaluate and document advocate performance in the fulfillment of their duties

- Invest in, grow and support CASA and Children First, Inc social media platforms and initiatives, buy managing CASA social media accounts

Additional Responsibilities

- Support Athens Oconee CASA to provide comprehensive, extended training for volunteer advocacy and mentorship
- Provide assistance with training of new advocates and the continuing education and retention of established advocates
- Establish and maintain effective, collegial working relationships with CASA staff, board and volunteers, as well as with representatives of the respective courts, attorney panel, education service providers and other community service providers and entities
- Participate in Community Meetings as a representative of the agency
- Participate in agency fundraisers
- Other duties as assigned; by the Executive Director and Agency may be assigned from time to time; Athens Oconee CASA is a small non-profit organization requiring flexibility from its staff
- Candidate will have or be willing to purchase and use own personal cell phone
- Candidate will need access to transportation around Clarke and Oconee counties on a weekly basis and then transportation through-out the state up to ten times a year.

Preferred Qualifications

- Bachelor's degree, preferably in social-service related field
- Experience in the fields of social service, juvenile law, education and volunteer program management and/or case management required
- Knowledge of the needs and strengths of transitional youth with an appreciation of the middle and late adolescent stages of development; direct service experience supporting youth in foster care strongly preferred
- Strong working knowledge of community resources in the city of Athens and the greater Clarke and Oconee County Areas
- Must complete Volunteer Advocate Training; and undertake related self-development activities
- Comfortable with learning and using new software programs including database management systems
- Strong written communication skills, including editing skills; candidates should be prepared to provide a writing sample upon request
- Excellent oral communication skills, including the ability to welcome feedback, calmly evaluate and make mindful, strategic decisions in emotionally-charged situations and in the absence of complete clarity
- Competence in Microsoft Word, Excel and Outlook programs
- Flexibility with hours, including some evenings and weekends, with an ability to independently manage one's workload and schedule
- Have reliable transportation and ability to schedule some travel
- Demonstrated respect of all people regardless of socioeconomic background, culture, religion, sexual orientation, disability or gender and experience working with culturally diverse populations
- Ability to build team morale and support everyone's effort to succeed

- Ability to maintain confidentiality and exercise diplomacy and discretion in communication with others
- Demonstrated follow-through on commitments, with accountability for own actions
- Work collaboratively as a team within the Athens-Oconee CASA program and Children First, Inc.
- Spanish-English bilingual candidates encouraged to apply
- Commitment and passion for the mission of CASA and Children First, Inc.
- Professionalism: Follows through on commitments; 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
- Teamwork: Creates and maintains a team environment; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts the success of the team above own individual interests; Able to build morale and group commitments to goals and objectives; Supports everyone's effort to succeed; Assumes the best of other people's actions
- Communication: Exceptional written and verbal communication skills; Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Coaches others through situations; Participates in meetings; Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information; Solid, persuasive skills with ability to maintain positive interpersonal relationships with diverse community members and professionals in a collaborative manner
- Delegation: Delegates and monitors work assignments of others; Matches the responsibility to the person; Gives authority to work independently; Sets expectations; Provides recognition for results
- Problem Solving: Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions
- Planning/Organizing: Strong organizational and time management skills; Ability to multi-task, set priorities, and meet deadlines; Prioritizes and plans work activities; Uses time effectively; Sets goals and objectives; Assists others with organizing their tasks. Demonstrates timekeeping skills
- Interpersonal Skills: Self-motivated with ability to take initiative; Has desire to surpass expectations; Focuses on solving conflict, not blaming; Listens to others without interrupting; Keeps emotions under control; Remains open to constructive feedback and other's ideas
- Customer Service: Manages difficult or emotional situations; Responds promptly to clients, and volunteers needs; Solicits feedback to improve service; Facilitates communication
- Initiative: Volunteers readily; Undertakes self-development activities; Looks for and takes advantage of opportunities; Asks for and offers help when needed
- Computer Skills: Proficiency with Microsoft Office programs and mainstream social networking applications with the ability to learn and incorporate new technology and software
- Travel and Phone: Has a cellphone or is willing to purchase one; Ability to travel frequently from the office within the state. Some overnight and out of state stays will be required
- Background Check: Must satisfactorily pass all applicable background checks
- Other Miscellaneous Requirements:
- Ability to sit and type at computer for at least 4 hours per work day
- Participate in continuing education opportunities as appropriate
- Ability to lift 5-10 pounds of office supplies or AV equipment
- Occasionally carry out or assist with other duties not listed on this job description.
- Ability to work some nights and weekends throughout each month
- **Physical Requirements and Work Environment:**
This position requires the manual dexterity sufficient to operate phones, computers, and other office equipment. The position requires the physical ability to kneel, bend, and perform

light lifting. This person must have the ability to write and speak clearly using the English language to convey information and be able to hear at normal speaking levels both in person and over the telephone. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus. Generally, the working conditions are good with little or no exposure to extremes in health, safety hazards, and/or hazardous materials. Work is performed in an office setting, in homes and in the community.