

## WHATCOM COUNTY JOB DESCRIPTION

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<b>POSITION:</b>	<b>CASA Volunteer Coordinator</b>	<b>RANGE:</b>	<b>160.0</b>
<b>DEPARTMENT:</b>	<b>Juvenile Court</b>	<b>FLSA:</b>	<b>NE</b>
<b>REPORTS TO:</b>	<b>Director of Superior Court Administration</b>	<b>EEO:</b>	<b>2</b>

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### SUMMARY

Organizes, coordinates and facilitates the Court Appointed Special Advocate (CASA) volunteer program. Implements and analyzes the effectiveness of the CASA program in Whatcom County. Recruits, trains, and supports Guardian Ad Litem volunteers for the CASA program. Coordinates the collection, development and analysis of data and other information. Exercises independent judgment in analyzing problems, issues and situations; develops and implements recommendations. Plans, conducts and presents at public meetings. Assists management and other staff, as directed. Ensures compliance with all legal standards and requirements applicable to the CASA program and other assigned areas.

*Depending upon assignment, the incumbent may perform some or all of the following duties, which are a representative sample of the level of work appropriate to this position.*

### ESSENTIAL JOB DUTIES

Organizes, coordinates and facilitates the Court Appointed Special Advocate (CASA) volunteer program. Recruits, provides initial and ongoing training as well as professional staff support for Guardian Ad Litem volunteers in the CASA program.

Reviews new cases and assigns appropriate volunteers. Assists, consults, and coaches CASA volunteers as needed or requested. Regularly contacts volunteers to develop initial case plans and on-going strategies for advocacy. Assists volunteers with the resolution of problems, issues, and situations. Attends court hearings and trials to assist and support volunteers.

Collects and reports data on volunteer hours, contacts, and other information required to efficiently administer the CASA program. Reviews and distributes court reports. Maintains case and volunteer files.

Schedules, coordinates, and presents all initial and ongoing Whatcom County CASA volunteer training in association with national and state CASA training programs. Designs, writes, maintains, and updates program training materials, using resources from national and state CASA organizations.

Develops and maintains relationships with community organizations, presents to civic groups, and advertises in the media to facilitate the recruitment of volunteers and to promote community awareness of the CASA program.

Prioritizes and plans work activities using resources effectively. Plans for additional resources and integrates changes smoothly and in a timely manner.

Plans, conducts and presents at various types of meetings, including public meetings. Develops project plans and coordinates or acts as a member of team or group activities facilitating problem

resolution. Communicates changes and progress and completes projects on time and within budget.

Assesses and assures compliance, interprets and applies regulations equitably, explains services, identifies customer needs and maintains effective relationships.

Prepares complete reports on time with supporting conclusions and recommendations.

Records information and data accurately following procedures. Tracks activity, develops individualized plans and submits documentation on time. Researches, retrieves, updates and analyzes complex information and data. Formulates recommendations anticipating possible ramifications and appropriately communicates significance of findings.

Drafts, submits, and monitors the budget for the CASA volunteer program. Completes associated paperwork and processes to procure contract services. Locates, completes and utilizes grants in meeting program objectives. Monitors and ensures all requirements of grants and contracts are met.

#### **ADDITIONAL JOB DUTIES**

May be required to act as a Guardian Ad Litem and carry a partial caseload of dependent youth.

Creates or updates procedures, tasks, workflows and systems, as assigned.

Performs work on special projects that may be outside normal area of assignment, as directed.

Performs all duties of lower-and similarly classified positions and other duties, as assigned.

#### **QUALIFICATIONS**

Requires a Bachelor's degree in Social Work or a related field, **AND** three years of progressively responsible experience in the juvenile justice system, social services, or coordinating volunteers.

Experience as a Court Appointed Special Advocate is preferred.

A Masters degree in Social Work is desired.

#### ***Requires knowledge of:***

The field of assignment sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by example in this job description.

The role, purpose, laws and regulations governing the Court Appointed Special Advocate (CASA) program. Foster-care and child welfare law; State and Federal laws concerning neglected and abused children.

The fundamentals of juvenile development and adolescent behavior.

Principles of planning, time management, project coordination, group dynamics, and program and process evaluation.

Principles, practices and procedures of effective work direction, training, caseload management, and community and interagency relationship building.

Computer operation and a variety of office software including word processing, spreadsheet and database applications.

Safety precautions, practices and procedures applicable to the area of assignment.

***Requires the ability to:***

Plan, coordinate, organize and schedule programs, processes and services. Prepare, research, analyze, administer and change plans, policies and work programs as necessary.

Use tact, discretion, persuasion, diplomacy, respect and courtesy to gain the cooperation and commitment of others and establish and maintain effective working relationships and rapport with public officials, department heads, co-workers, volunteers, employees, representatives of other agencies or entities and diverse members of the public.

Listen attentively and communicate effectively, both orally and in writing, with individuals and groups in clear, concise language appropriate for the purpose and parties addressed, including facilitating groups and preparing and making technical and/or public presentations which can be understood by non-technical listeners, and preparing and/or directing the preparation of comprehensive written reports, materials and correspondence.

Fulfill the commitment of the County to provide outstanding public, intra- and inter-departmental customer service.

Read, understand, interpret, analyze and apply appropriately the terminology, instructions, policies, procedures, legal requirements and regulations pertinent to the area of assignment.

Organize, prioritize and coordinate work projects, plans and assignments. Be attentive to detail, maintain a high degree of accuracy and recognize, resolve and correct discrepancies in data or information. Work effectively in a multi-task environment. Take appropriate initiative. Apply good judgement, creativity and logical thinking to obtain potential solutions to problems within the scope of knowledge and authority or refer to the appropriate source. Develop ways to improve and promote efficient work methods.

Initiate, compile, compose and/or edit correspondence, records, narrative, statistical and financial reports and other applicable documents and assure all pertinent information from appropriate sources is included and accurate.

Proficiently operate office equipment standard to the area of assignment.

Maintain current knowledge for assigned areas and adapt to new technologies, keeping technical skills up-to-date and using technology to increase productivity.

Work independently and cooperatively as a member of a team.

Maintain appropriate level of confidentiality on all matters.

**SPECIAL REQUIREMENTS**

Must have a driving record that meets County standards and possess a valid driver's license at time of hire and throughout employment.

Must pass job-related tests.

Criminal justice level background check must meet County criteria including disclosure of serious crimes and sex crimes per RCW 43.43.

Must pass a psychological examination and polygraph test.

**WORKING CONDITIONS**

Work is primarily performed in an office, courtroom, home or meeting room setting. May sit or stand for long periods of time. May occasionally carry items weighing up to 20 pounds. Moves throughout the County facilities. Periodically drives a motor vehicle to perform duties at other sites or travel out of the County. May be required to attend meetings or perform duties outside of normal office hours. Possibility of exposure to hostile and offensive language from juveniles or the public. Uses appropriate safety equipment and follows established work safety policies, practices and procedures.

The statements contained herein, as of the date signed, reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas, to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. At its sole discretion, Whatcom County may consider combinations of education, experience, certifications, and training in lieu of specifically required qualifications contained herein.

Whatcom County provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, military service, genetics, and any other legally protected class. Whatcom County also complies with applicable state and local laws governing nondiscrimination in employment.

*Employee Status: This is an FLSA non-exempt position and, as such, is paid hourly and is entitled to overtime.*

Signature 

Date 8-5-11

Administrative Use			
JDE Job Entry		JDE Special Requirements	
Job Code: C185	Reason for Change:	Security: Level 3	Medical Privacy: Y
Job Group:	Standard Language	Driving: Periodically	Physical Capacity: N
W/C Code: 5306		CDL: N	Physical: N
Group: 1000		BBP: N	Polygraph: Y
		Cash Handling: N	Psychological: Y
CASA Volunteer Coordinator BA.08/04/16			