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E Q U A L O P P O R T U N I T Y E M P L O Y E R

**Advocate Coordinator / Outreach / Social Media**

Court Appointed Special Advocates (CASA) of Merced County is a non-profit organization whose mission is to recruit, train, and support volunteers to advocate and speak for the best interests of abused and neglected children in the Child Welfare and Juvenile Court systems.

**BASIC FUNCTION:**

This full-time positions is responsible for the recruitment and support of volunteer advocates. Under the supervision of the Associate Director, the Advocate Coordinator / Outreach / Social Media assumes responsibility for the recruitment, supervision, case management, training and coordination of assigned volunteers.

**QUALIFICATIONS:**

To successfully perform the essential functions of this position, the Advocate Coordinator must have the following:

* Training as a Court Appointed Special Advocate, preferred.
* Bachelor’s degree in social service or education related field, or equivalent combination of education and experience, preferred.
* One year experience in case management or volunteer supervision, preferred.
* The ability to communicate with, coordinate and empower volunteers to be effective in their roles.
* The ability to remain objective while resolving conflicts.
* Strong observation, analytical and listening skills.
* The ability to supervise and train others.
* The ability to prepare written reports, correspondence and maintain accurate records.
* 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.
* Commitment to the program’s mission, goals and standards.
* Good knowledge of personal computer operations and software, including word processing, databases and spreadsheets; good typing skills.
* The ability to carry out assigned duties and responsibilities in an ethical manner and follow the organization’s policies.
* Possession of a valid California Driver’s License.
* The ability to successfully pass a background check.

**RESPONSIBLE TO:**

Associate Director

**DUTIES AND RESPONSIBILITIES:**

The Advocate Coordinator/Outreach is responsible for leading the outreach campaign involving the recruitment of volunteers, as well as the support and supervision of volunteers. Principle areas of responsibility:

* Develop and implement a comprehensive outreach / social media plan and recruitment effort to increase awareness and participation in CASA of Merced County.
* Oversee outreach events.
* Update the organizations website regularly.
* Submit plan in writing to Associate Director bi-weekly regarding managing e-blasts, e-newsletters and other media materials (FaceBook, Twitter, Instragram, etc.).
* Collaborate with staff on new ideas, directors, and tools for marketing and communications.
* Assist with information meetings, screening of volunteer applicants, interviews, the swearing-in ceremony, and other activities related to volunteers as needed.
* Become familiar with all policies & procedures.
* Motivate and lead Peer Coordinators to fulfill the requirements of their position by guiding and supporting them in a positive manner as they work with volunteers.
* Provide a high-level of coaching, supervision, support and training to Peer Coordinators and Advocates, as needed.
* Assist with the training of Advocates and Peer Coordinators, as needed (i.e. pre-service, in-service training, etc.)
* Make regular contact with each Peer Coordinator and get an update of their Advocates’ cases.
* Assist with the organization and maintenance of case files and volunteer files, including the input of data in the data management system.
* Guide/assist Peer Coordinators and Advocates with debriefing, End of Case Reviews, and Annual Support Reviews.
* Notify Peer Coordinators of hearing dates and attend hearings, as needed.
* Prepare court reports for filing & distribution, assuring that all reports are submitted on time.
* Monitor the activities of Peer Coordinators and Advocates, redirecting them in a positive manner when necessary.
* Provide Peer Coordinators and Advocates with report forms and resource information, as needed.
* Review monthly Peer Coordinator Reports and Advocate Reports.
* Provide quality case management and supervision of Peer Coordinators and Advocates, as required by state and national standards.
* Review cases with the Associate Director and notify him/her of critical events in any case.
* Provide adequate notice to the Associate Director for planned absences.
* Provide coverage for Peer Coordinators and Advocates as needed.
* Assist with special events and grant writing, as needed.
* Attend conferences and seminars, as appropriate.
* Serve as a liaison between CASA & partners.
* Provide office coverage and all other duties, as requested.

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Employee Signature Executive Director