



## **Community Outreach Specialist** **Full-Time Position** **Non - Exempt**

### **QUALIFICATIONS**

- Bachelor's degree in social service-related field or two years commensurate experience
- The ability to maintain confidentiality and discretion.
- Must be sensitive to & demonstrate understanding of issues & dynamics within families in crisis
- Professional oral & written communication skills. Ability to effectively communicate with CASA advocates, volunteers, staff, stakeholders, and all parties involved
- Computer literacy
- Clear criminal background check required
- Experience working with children and families in a professional setting- preferred

**RESPONSIBLE TO:** Executive Director

### **DUTIES & RESPONSIBILITIES:**

The Community Outreach Specialist oversees the ongoing recruitment and training of CASA advocates and volunteers and the establishment of relationships with community partners. This position will create a presence and maintain awareness within the four counties we serve. This position will be responsible for coaching, directing, guiding, and supporting CASA volunteers. This position also manages the implementation of Collaborative Family Engagement (CFE) tools and services across the program. Provide consultation for cases on CFE strategies to improve permanency, reduce time spent in care, and serve more children. Coordinate and facilitate CFE meetings for CFE cases.

### **PRE-SERVICE TRAINING:**

- Oversee orientation, scheduling, and training for all CASA advocates, including implementation and maintenance of the CASA training manual and agenda, annual diversity, cultural competency training and CFE
- Ensure confidentiality concerning all background checks and personal information
- Ensure all program policies and practices comply with Texas and National CASA standards
- Ensure all prospective volunteers have completed the necessary pre-service training and screening prior to case assignment, marking all appropriate fields in Optima
- Oversee recruitment and education of volunteers and assist in the implementation of recruitment and retention strategies, including speaking engagements, case closure celebrations, appreciation events, etc.

### **IN-SERVICE TRAINING:**

- Work with the Executive Director on the scheduling, facilitating, and advertising of all annual in-service trainings (CASA Cafés)
- Ensure all advocates obtain a minimum of 12 CE's annually (the calendar year after they are sworn in) and documentation is current in Optima

**RECRUITMENT:**

- Create an annual volunteer recruitment and retention plan for the agency based upon strategies created in the agency’s strategic plan along with the Executive Director
- Help develop recruitment materials for all prospective volunteers
- Maintain all volunteer inquiries and follow-up in Optima
- Complete interview & application process including each step in Optima (Background checks, interview, references, etc.), along with the Executive Director
- Conduct all required pre-service screening on all prospective volunteers and determine if they meet agency qualifications
- Serve as the point of contact for all prospective volunteers by providing information on a one to one basis, answering any questions, and providing information on upcoming trainings
- Ensure all prospective volunteers are notified of upcoming volunteer trainings and other agency events

**PROGRAM ACTIVITIES:**

- Advocate in the community to educate & bring awareness of the CASA program (e.g., to Child Protective Services, employees, etc.) to assist in recruitment
- Oversees the CFE Program to engage families and children involved in CPS cases – coaching, directing, guiding the CFE program
- Implements CFE tools and services and offer strategies to improve permanency, reduce time spent in care
- Provide assistance and consultation as needed on issues surrounding family engagement
- Coordinate with CASA and DFPS staff to schedule family meetings for CFE
- Assist in volunteer appreciation events, fundraising, & other activities as requested
- Maintain compliance with any grant funding sources
- Help maintain a professional, organized environment in the daily operations of the office
- Represent CASA as a professional and positive liaison to all relevant organizations
- Perform additional duties as requested

**CONDITIONS OF EMPLOYMENT:**

- Bending & lifting when setting up for events, storing supplies, moving donations, etc.
- Standing for long periods of time in court, when making presentations, at special events, etc.
- Flexibility in Hours required

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Employee signature

Date

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Supervisor signature

Date

*CASA for Kids of South Central Texas is committed to the principles of Equal Employment Opportunity. All employment decisions are based on individual qualifications, without regard to race, color, religion, national origin, sex, age, disability, or any other status protected by law. CASA for Kids of South Central Texas may amend, revise, or update this job description at any time without prior notice.*