

SERVING TO MAKE A DIFFERENCE, ONE CHILD AT A TIME

CASA (Court Appointed Special Advocate) of Los Angeles

CASA is an organization passionate and committed to making a difference in the lives of children in foster care through voluntarism. CASA's mission and driving force is to support volunteers who advocate for abused and neglected children in court and in the community.

To support our mission, we seek individuals who are:

- accountable for their actions
- passionate about being in service
- committed to making a meaningful difference in the lives of the children we serve
- excited and enjoy being around extraordinary people from all walks of life
- positive and thrive in a collaborative, trusting and respectful work culture
- focused to create win/win experiences.

We are the team that recruits, develops, supervises and supports volunteers. Our volunteers are advocates for the children through their world of confusion, stress and strangers. Collectively we work to help each child create a meaningful, independent and productive life.

To extend the impact of CASA's work, come join us and experience the uplifting of your own life through serving children and CASA.

POSITIONS AVAILABLE:

(2) PROGRAM ASSISTANTS - ANTELOPE VALLEY & LOS ANGELES OFFICE

(1) VOLUNTEER MANAGER - LOS ANGELES OFFICE

PROGRAM ASSISTANT

POSITION DESCRIPTION:

The Program Assistant will provide general operational and administrative support services to CASA volunteers, CASA Coordinators, Program Supervisors, and Program Managers. This position is responsible for being resourceful, organized, self-motivated, demonstrating positive attitude and with excellent time management skills.

Duties and Responsibilities:

Essential Duties and Responsibilities include, but are not limited to the following:

- Typing and formatting of CASA reports and correspondence
- Maintain case records through hard files and computer input into database
- Provide professional and courteous service on the phone and in person
- Create reports on Word and Excel
- Assist with coordination, preparation and facilitation of volunteer trainings
- Organize and maintain volunteer records and materials through hard files and computer input into database
- Follow-up and track screening paperwork, assisting volunteers wherever needed
- Compile data, prepare reports on Word and Excel, and draft correspondence
- Assist with activities that provide support and appreciation of volunteers
- Prepare, copy, deliver, retrieve documents and files to court rooms
- Input data from the CASAs, i.e., hours, mileage, continuing education hours
- Attend staff meetings and trainings, conferences and seminars to enhance professional growth and development
- Represent CASA of Los Angeles in the community.

CANDIDATE QUALIFICATIONS:

Required:

- Passion for CASA's mission
- Minimum of high school diploma or GED
- Typing skills of 40wpm or more with high accuracy
- At least 2 years experience working in administrative support position
- Must have excellent verbal and written communication skills, including an excellent command of English grammar
- High level of computer skills, including word processing, spreadsheet and database; proficient using all Microsoft Office applications and basic desktop graphic design skills
- Travel required on an as-needed basis, including occasional evening and weekend work
- Participate in off-site outreach activities to minority and underserved communities in the greater L.A.
- Must be respectful of all people regardless of socioeconomic background, culture, religion, sexual orientation, disability or gender
- Must pass criminal justice fingerprint and background clearance
- Operate general office equipment (telephone, copier, fax, etc.)

Preferred (one or more of the following):

- Experience in the fields of child welfare, juvenile law, non-profit or volunteer program management
- Fluency in another language besides English
- Bachelors degree or college credits
- Event planning and implementation experience
- Graphic design skills
- Community organizing experience

CASA of Los Angeles is an Equal Opportunity Employer and is committed to fostering diversity within its staff.

TO APPLY:

Please email or mail your resume and cover letter, with salary history, outlining how your skills and experience meet the qualifications of the position, and what is it about CASA’s mission that works for you, to: careers@casala.org with subject line: Program Assistant position and state which location – Antelope or Los Angeles.

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**VOLUNTEER MANAGER**

**POSITION DESCRIPTION:**

The Volunteer Manager is responsible for the oversight and management of CASA’s volunteer program in the Monterey Park and Lancaster offices, and to partner with management to forward the CASA program through its transition in becoming a viable, totally non-profit, volunteer centric, organization to help children in foster care. This position will be accountable for all volunteer recruitment, orientation, training and continuing education, retention and recognition activities, and overall support and growth of CASA’s advocates. The Volunteer Manager will exercise a broad knowledge of management principles and practices, adult learning principles, ability to analyze, interpret and apply applicable laws, court rules and regulations, and Judicial Council Standards for CASA Programs. Maintains a positive team environment, where all staff and volunteers perform with excellence and at their highest potential. The position reports to the Program Director who is responsible for his/her performance evaluations.

**KEY DUTIES & RESPONSIBILITIES:**

Essential Duties and Responsibilities include, however are not limited to the following:

- Ensure compliance with California and National CASA Standards for Volunteer Management, and the California Rules of Court

- Oversee CASA Newsletter, electronic bulletins, and social networking
- Create and manage on-line training modules for the support of volunteers' activities, career paths and information/support needs to ensure retention and high satisfaction among volunteers
- Training in accordance with approved plans; develop orientation and training program in compliance with California and national CASA Standards and California Rules of Court.
- Develop and/ or update, as needed, all training policies, procedures and materials used in CASA Volunteer training
- Ensure proactive maintenance of follow-up protocols with potential and current trainees
- Design, schedule, host and oversee in-service program
- Oversee volunteer data for analysis and grant reporting
- Coordinate and maintain Speaker's Bureau list, for training and external outreach activities
- Accountable for all recruitment, screening, pre-service and non-advocate trainings in Monterey Park and Antelope Valley offices
- Analyzes, develops and implements new training modules for specialized advocacy teams
- Conduct court and CASA tours for possible volunteers, donors and community
- Propose and execute supplementary volunteer activities that support the program and provide opportunities to expand volunteer involvement
- Prepares monthly program statistical reports for distribution to the Court
- Organizes and implements special events for CASA volunteers to promote retention, including the Annual Volunteer Appreciation Luncheon and periodic CASA to CASA meetings throughout the county
- Manage Volunteer Support Associates performance: ensure training and coaching necessary to perform basic job duties, hold weekly meetings with team members to support their performance, perform annual performance reviews, and maintain documentation as per CASA standards

## CANDIDATE QUALIFICATIONS:

### Required:

- Passion for CASA's mission
- Bachelors degree
- At least 3 years experience working in management of a community-based organization's volunteer program, with demonstrable results
- Knowledge of and ability to implement adult learning, strategic, and work cooperatively with diverse populations
- Experience in the fields of child welfare, juvenile law, non-profit or volunteer program management
- High level of computer skills, including word processing, spreadsheet and database; proficient using all Microsoft Office applications
- Available evenings and weekends
- Must be respectful of all people regardless of socioeconomic background, culture, religion, sexual orientation, disability or gender
- At least 1 year experience in directly managing full-time staff
- Criminal justice fingerprint clearance and valid California driver's license
- Transportation and the ability to travel throughout Los Angeles County
- Strong written and oral communication skills
- Proven organizational and problem-solving skills
- Operate general office equipment (telephone, copier, fax, etc.)

### Preferred (one or more of the following):

- Knowledge of the foster care system and community resources
- Bachelors degree in related field
- Experience in social services or volunteer management
- Experience in recruitment, training and retention of volunteers
- Experience managing outside partnerships
- Fluency in another language besides English

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