Job Description

Position: Volunteer Recruitment Coordinator
Reports to: Volunteer Recruitment Manager
Hours: 40 hours Full-time Hourly Non-Exempt, Overtime Eligible. Some weekend and evening hours are required.

Mission:
Court Appointed Special Advocates (CASA) provides a powerful voice and a meaningful connection for children who have experienced abuse, neglect, and abandonment.

Vision:
Every child in foster care has an advocate they can depend on to help them reach their fullest potential.

Values:
- We are CHILD FOCUSED we put the good of the child first, always.
- We are CONNECTORS we use the power of connection to optimize outcomes.
- We are TENACIOUS we are relentless in our efforts to identify solutions and overcome obstacles.
- We are ACCOUNTABLE we set goals, measure progress, and deliver results to our stakeholders.
- We conduct ourselves with INTEGRITY we operate with character, honesty, consistency, and reliability.

Description:
The Volunteer Recruitment Coordinator (VRC) is a member of the Volunteer Recruitment team. The VRC helps drive CASA’s volunteer recruitment efforts by organizing and leading CASA Information Sessions, representing CASA at community events and conducting outreach to potential volunteers through email and phone. The role has dual goals of increasing both the overall number of volunteers and expanding the diversity of those applying. In collaboration with the VRM, the VRC will focus on identifying new recruitment opportunities utilizing the pragmatic personas. This person should demonstrate excellent interpersonal skills and the ability to quickly develop rapport and build relationships with potential volunteers. The VRC will provide additional support with applicant screening and interviews as required.

The Volunteer Recruitment Coordinator will demonstrate cultural humility in their interactions with staff, volunteers and community members and will demonstrate a commitment to race equity in all endeavors.
Responsibilities:

- Maintain the volunteer recruitment email communications and respond to potential volunteer’s questions or concerns in a timely manner.
- Assist in providing social media content while also aiding in content creation to inform the public of upcoming information sessions and volunteer recruitment opportunities.
- Input and update potential volunteer information in the program database in a timely manner and help monitor trends that may be helpful in recruitment efforts.
- Provide general administrative support for the Volunteer Recruitment department as needed.
- Perform necessary research projects to maximize community outreach and gain a better understanding of the volunteer base’s demographics.
- Monitor newly sworn-in advocates’ referral sources to gain insight into volunteer recruitment trends to inform targeted outreach efforts.
- Provide support during Information sessions and conduct Information sessions either in person or via Zoom (at least once per month).
- Communicate with potential volunteers before and after information sessions via reminder emails, texts post attendance emails, and to answer questions as needed.
- Send reminder emails, calls, and texts for potential volunteers who are missing their application.
- Submit information session dates to the Air1 and KLOVE events calendars as well as coordinate quarterly PSAs with Air1 representatives.
- In collaboration with the Volunteer Recruitment Manager, identify new potential recruitment opportunities targeting the pragmatic personas to expand our recruitment and outreach efforts.
- Conduct a minimum of 1 volunteer interview per month with the support of the Volunteer Screening Coordinator.
- Acts as the staff liaison for the Men of CASA affinity group, organizing meet-ups, tracking data, promoting with staff and other as needed.
- Collaborate with the VRM on special projects aiding in the recruitment process as required.
- Additional duties as requested.

Qualifications:

- A Bachelor's degree is preferred or commensurate work experience, including experience with volunteer management, customer service, interviewing, office management and/or clerical support.
- Excellent written and oral communication skills.
- Comfortable using all methods of communication; phone, text, email to communicate with potential volunteers.
- Valid California driver's license and current car insurance.
- Must be willing to work in a team environment.
- Excellent organizational, time-management, and interpersonal skills.
- Must apply attention to details, be flexible, well-organized, and able to manage different projects concurrently, often under pressure of deadlines.
- Able to set priorities and manage time effectively.
• Proficiency with current Microsoft Office Suite, including Excel, Word, and Outlook, and Google Apps for Business.
• Familiarity with database systems.
• Must be able to deal effectively, diplomatically, and tactfully with volunteer applicants, board members, volunteer leaders, donors, and other support constituencies, vendors, and the general public.
• Must be able to maintain standards of confidentiality and discretion.
• Must be able to sit, stand, and walk for extended periods of time. Must be able to lift 20 pounds.
• Evening and weekend hours will be required

Preferred Qualifications:

• Bilingual English/Spanish preferred.
• Exposure to diversity, equity, and inclusion work, as it relates to race/ethnicity, sexual orientation, gender identity, or other identities.
• Experience of the recruitment cycle including conducting interviews.
• Knowledge of community services addressing the needs of at risk children and families.
• Experience with or willingness to engage in public speaking.

Salary:
$24.04 Hourly Rate

Benefits:
Our team members are our family, so we help our team members care for their families. The rewards of joining CASA are extensive. We offer a comprehensive benefits package to all full-time employees. Here are some of the highlights:

• Healthcare/vision/dental insurance
• 403B w/ employer match
• Employee Assistance Program
• $25k Basic Life and D&D Policy
• Career development opportunities
• Generous time off package
• Team activities

Please forward a resume and cover letter to Norma Mendoza at jobs@casaoc.org if interested in applying for this position. Please include the volunteer recruitment coordinator position in the subject line. Cover letters are required, and applications will not be considered without a cover letter.

Equal Employment Opportunities

CASA OC is an equal opportunity employer and makes employment decisions on the basis of merit. CASA OC prohibits unlawful discrimination against employees or applicants based on race (including traits historically associated with race, such as hair texture and protective hairstyles), religion and religious creed, color, national origin, ancestry, physical disability,
mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, military status, veteran status, uniformed service member status, sexual orientation, transgender identity, citizenship status, pregnancy, or any other consideration made unlawful by federal, state, or local laws. CASA OC also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics.

CASA OC is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in CASA OC’s operations and prohibits unlawful discrimination by any employee of CASA OC, including supervisors and coworkers. Equal employment opportunity will be extended to all persons in all aspects of the employer-employee relationship, including recruitment, hiring, training, promotion, transfer, compensation, benefits, discipline, layoff, recall, and termination. Any employee who violates this policy and CASA OC’s commitment to equal employment opportunities will be subject to disciplinary action, up to and including termination of employment.

If an employee believes that the employee has been subjected to any form of unlawful discrimination, the employee should immediately notify the employee’s supervisor, Human Resources, or any member of management.