

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Pima County Juvenile Court

Job Description

Job Title: Court Appointed Special Advocate Coordinator

Job Code: 8511

Pay Grade: 45

FLSA Status: Exempt



PURPOSE OF CLASSIFICATION:

The Court Appointed Special Advocate (CASA) Coordinator recruits, screens, selects, trains, and supervises volunteers to serve as Court Appointed Special Advocates in the Juvenile Court. CASA Coordinators are responsible for cultivating and maintaining professional intra- and inter-agency relationships, as well as providing community education and awareness of the CASA Program.

ESSENTIAL FUNCTIONS:

- Engages actively in all aspects of volunteer management, including recruitment, training, supervision, assessment, case assignment, retention, and recognition.
- Delivers exemplary customer service, expeditiously and professionally, to all parties related to or inquiring about the CASA Program.
- Assists in identifying, building collaborations with, and referring CASAs to appropriate community resource agencies.
- Attends and participates in staff meetings, including program development and strategic planning sessions.
- Partners with the Program Supervisor and other CASA Coordinators to develop and implement public relations, marketing, recruitment, and community outreach/education plans.
- Facilitates case support or other program-related meetings and completes all required set-up and follow-through activities.
- Serves as liaison between CASA Coordinators and other groups and agencies to facilitate communication, reimbursements, event participation, procedural improvements, or other items of necessity.
- Assists in the development of both orientation training and in-service training modules and the continual monitoring of training improvements. Monitors changes or revisions to laws to maintain accurate training materials and information.
- Adheres to CASA Program administrative policies and assures Program compliance with Pima County Juvenile Court (PCJCC) and Administrative Office of the Court (AOC) policies and procedures.
- Contributes to the completion of the CASA newsletter, including suggesting or composing articles, providing volunteer recognition entries, and proofreading.

- Demonstrates understanding of and promotes Model Court concepts and principles to potential volunteers, network providers, partnering agencies, and community agencies.
- Attends and participates in State-level CASA and Support Council meetings, committees, or events as required.
- Compiles and provides required documentation and statistics for monthly and quarterly reports.

ADDITIONAL RESPONSIBILITIES/DUTIES

- Designs and composes communications and/or outreach materials including correspondence, newsletters, and flyers.
- Represents the CASA Program by participating in community outreach events and promoting program awareness through a variety of methods such as presentations, fairs, external training sessions, and private speaking engagements.
- Participates in the planning and implementation of special events.
- Performs related duties and projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have basic knowledge of the child welfare system, the principles of the CASA Program, and community resources pertinent to the CASA Program.
- Must have knowledge of desktop computers, Microsoft Windows Office software and use of the Internet.
- Must have skills in one or a combination of the following: public relations, marketing, event planning, training, adult education, community outreach or any combination of these skills.
- Must have knowledge of business English, grammar, punctuation, spelling, problem-solving and conflict resolution skills.
- Must have the skills to prioritize, organize, conduct research, compile data, write and edit reports and maintain confidential files.
- Must have the ability to communicate effectively and work successfully with a large variety of court employees, representatives from external agencies and socially, economically, and culturally diverse persons in the general public.

MINIMUM REQUIREMENTS:

A Bachelor's degree from an accredited college or university in a behavioral/social science or a related field and three years of professional work experience. Related work experience includes the fields of social work, criminal or juvenile justice, mental or behavioral health. OR any equivalent combination of experience, training and/or education approved by Human Resources.

LICENSES AND CERTIFICATES:

Must have a valid Arizona Driver's License at the time of appointment. Pima County Defensive Driving Training course required after appointment.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment of up to 20 pounds. Occasionally, incumbents may be required to work evening or weekend hours and to lift materials and/or equipment of up to 50 pounds.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to the CASA Program Supervisor. The incumbent performs duties under limited supervision and has no supervisory responsibilities. This is a state grant funded position, and funding can be discontinued at any time with a short notice period.

Date: 08/01/02

Revised: 11/22/04; 08/01/05; 06/05/06; 10/26/07, 4/22/09