



JOB POSTING

Job Title	Volunteer Coordinator
Location/Department	CASA
Supervisor	Executive Director
Salary & Benefits	Base Salary: \$43,700.00 Full-Time Position – 32.5 hours per week Health, Vision, Dental Insurance PERF (retirement) PTO (paid time off)
To Apply	Please drop off completed applications to: Delaware County Human Resources Department 100 W. Main St. Room 300 Muncie, IN 47305 <u>A copy of the application and resumé must also be submitted to:</u> CASA Attn: Nicola Bosken, Executive Director 3412 W. Kilgore Ave. Muncie, IN 47304
Application Deadline	Applications will be accepted until position is filled Position Available: December 1, 2026



Delaware County

This document is used to provide a basic description of essential duties and other work elements

Job Title: Volunteer Coordinator	
Department: Courts	Position Fund Account No.:
Division: CASA	Job Category: PAT
Work Schedule: 8:30 a.m. – 4:00 p.m., M-F	Job Grade:
Reports to: Executive Director	Status: Full-time
FLSA Status: Non-exempt (OT eligible)	Effective Date: March 2020 Re-evaluation Date: November 2023

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Delaware County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless those accommodations would present an undue hardship.

Incumbent serves as Volunteer Coordinator for the Delaware County Courts, responsible for providing onboarding, and supervising volunteers, and performing case management.

DUTIES:

Supervises and directs assigned volunteers involving analyzing workload, recruiting and interviewing new volunteers, making recommendations on volunteers, orienting new volunteers, planning and delegating work assignments, establishing work goals, training and motivating volunteers, determining significant changes in responsibilities, evaluating performance, and keeping supervisor and volunteers informed of organization developments.

Assists with developing initial case plans and ongoing strategies for advocacy.

Reviews and monitors case and court schedules including cancellations.

Monitors Department of Child Services (DCS) policies and changes.

Monitors and approves volunteer contact logs ensuring that case is receiving proper advocacy per CASA policies and standards. Reviews volunteers' court reports prior to submitting to court and other interested parties. Provides guidance and/or redirection to volunteers as needed. Ensures volunteers understand case and maintains contact with necessary participants.

Coordinates, documents, and channels requests for CASA volunteer appointments.

Assists with prioritization of cases and match and assign cases with appropriate CASA volunteer including preparing or delegating acceptance notices and documents of volunteer assignment to be e-filed with court.

Intervenes on behalf of volunteer in issues with DCS, service providers, or others to resolve conflicts.

Maintains current case files in case management system in a timely manner, including but not limited to progress notes, reports, motions, and correspondence.

Maintains up-to-date information on filings at DCS, including uploading and emailing as needed.

Consults with DCS staff regarding status of case and volunteer assignment and prepares motions and petitions on behalf of volunteer advocates and e-files with court as needed.

Researches criminal and medical information on specific programs for case person per volunteer requests. Maintains understanding of Individualized Educational Plan (IEP) functions and basic school rules and policies.

Maintains current information on service providers agency and their services.

Attends all court hearings and takes notes.

Attends meetings and training as requested.

Performs other Department position duties through regular cross-training to maintain Department efficiencies.

Performs other duties as assigned.

I. JOB REQUIREMENTS:

Baccalaureate degree with emphasis in criminal justice, education, and psychology or related field.

Must be at least 21 years of age.

Ability to meet all hiring and retention requirements, including passage of a drug test, FBI fingerprinting, background and CPS checks.

Possession of and/or ability to obtain Court Appointed Special Advocate certification and additional 12 hours annual training to maintain.

Thorough knowledge of Indiana statutes regarding family and juvenile law, and guidelines applicable to working with abused and neglected juveniles.

Working knowledge of social agencies and services available to Delaware County residents and ability to assess children's needs and make effective and appropriate referrals.

Working knowledge of juvenile court system and statutes involving domestic violence, child abuse and neglect, experience in crisis intervention and interviewing, and ability to explain and interpret Court actions as needed.

Working knowledge of standard office policies and procedures with computer skills, including word processing, spreadsheet, presentation, email, internet, and Department-specific software systems, and ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.

Working knowledge of standard English grammar, spelling and punctuation, and ability to prepare documents, correspondence, and detailed reports as required.

Knowledge of standard filing systems and ability to create and maintain Department files.

Ability to properly operate standard office equipment, such as telephone, fax machine, printer, and shredder.

Ability to supervise and direct assigned volunteers involving analyzing workload, recruiting and interviewing new volunteers, making recommendations on volunteer, orienting new volunteers, planning and delegating work assignments, establishing work goals, training and motivating volunteers, determining significant changes in responsibilities, evaluating performance, and keeping supervisor and volunteers informed of organization developments.

Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements.

Shall comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to effectively communicate orally and in writing with co-workers, other County departments, DCS, service providers, law enforcement, attorneys, medical providers, businesses, courts, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with hostile/violent persons.

Ability to understand, memorize, retain, and carry out written and oral instructions, and present findings in oral or written form.

Ability to compare or observe similarities and differences between data, people, or things, compile, analyze, and evaluate data, make determinations, and take action based on data analysis.

Ability to work alone with minimum supervision and with others in a team environment, work on several tasks at the same time, work rapidly for long periods, and often under time pressure.

Ability to apply knowledge of people and/or locations.

Ability to count, compute, and perform arithmetic calculations.

Ability to prepare and deliver educational programs and/or presentations.

Ability to be cross trained to perform duties of Department staff.

Ability to testify in legal proceedings and court.

Ability to occasionally work extended, and/or evening hours, and travel out of town for training, sometimes overnight, and respond to emergencies on 24- hour basis.

Possession of a valid driver's license and a demonstrated safe driving record.

II. DIFFICULTY OF WORK:

Incumbent assignments are guided by broad policies and/or general objectives. Establishes procedures and performance standards and interpret policies. Refers to supervisor when interpretations of departmental policies, programs, and expenditures are thought necessary.

III. RESPONSIBILITY:

Incumbent is responsible for proper completion of assigned tasks where desired results are clearly indicated. Incumbent exercises independent judgment in a variety of situations and circumstances, using departmental policies for guidance. Work is reviewed for compliance with Department policy and effect on Department goals and objectives.

IV. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, DCS, service providers, law enforcement, attorneys, medical providers, businesses, courts, and the public for purposes of exchanging information, rendering service, instructing, and mentoring.

Incumbent reports directly to Director.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties primarily in a standard office environment and courtroom, involving sitting/walking at will, sitting for long periods, lifting/carrying objects weighing under 25 pounds, handling/grasping/fingering objects, keyboarding, reaching, close/far vision, speaking clearly, hearing sounds/communication, keyboarding, and driving. Incumbent may be exposed to hostile/irate persons.

Incumbent is occasionally required to work extended, and/or evening hours, and travel out of town for training, sometimes overnight, and respond to emergencies on 24- hour basis.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Volunteer Coordinator for the Delaware County Courts describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes_____ No_____

Applicant/Employee Signature

Date

Print or Type Name