

CASA of Travis County Job Description

Title: Director of Volunteer Admissions

Date: December 2018

Reports To: Senior Director of Community Initiatives

FLSA Status: Exempt

General Summary

The Director of Volunteer Admissions is the leader of CASA of Travis County's Volunteer Recruitment & Screening team. The Director of Volunteer Admissions will oversee the entire recruitment and screening of prospective volunteers while also ensuring that all volunteer records comply with documentation requirements of national and state standards. The Director of Volunteer Admissions will demonstrate a high level of proficiency in applying child safety risk management knowledge, policies and procedures throughout all functions of the job and will provide a high level of customer service to prospective CASA volunteers. The Director of Volunteer Admissions will work closely with the Senior Director of Community Initiatives and the Recruitment Specialists in developing and implementing the annual recruitment plan. The Director of Volunteer Admissions will be responsible for processing volunteer applications, scheduling, and conducting pre-training interviews, and ensuring a consistent and positive experience for all volunteers in training. The Director of Volunteer Admissions will also supervise the Volunteer Relations Specialist, the Volunteer Recruitment Specialist, and the Diversity Recruitment Specialist. The DVA will work closely with the training team.

Essential Responsibilities and Duties

1. *Oversees the screening of volunteer applicants*
 - a) Ensure compliance with CASA's volunteer screening policies and procedures.
 - b) Process and review volunteer applications for eligibility.
 - c) Schedule, coordinate, and conduct pre-training interviews of volunteer applicants.
 - d) Establish volunteer file and ensure all required information and documentation for file are up-to-date including training requirements, information and schedules.
 - e) Identify and document any child safety issues.
 - f) Enter applicant information into database.
 - g) Collect all information and documentation needed to conduct comprehensive background checks.
 - h) Review applicant's response to pre-training interview questions and make recommendation for acceptance into training.
 - i) Follow-up and maintain communication with applicants accepted into training but have not attended CASA 101.
 - j) Maintain ongoing communication with the training team regarding the status of volunteers in training.
 - k) Conduct a final review of volunteer applicant files and consult with the training team in clearing volunteers for training and acceptance into the program.
 - l) Assist in developing and implementing policies and protocols that continually enable CASA to act on best practices for screening potential volunteers.

2. *Oversees the maintenance of volunteer records including rechecks of background checks to ensure compliance safety of children being served by a CASA volunteer*
 - a) Ensure and monitor CASA's compliance with national and state standards regarding volunteer management, acceptance policies and record keeping.

- b) Supervise the Volunteer Relations Specialist (VRS)
 - c) Assist the VRS in conducting background checks of volunteer applicants including checking references and following up on any background check issues.
 - d) Support the VRS in communication with the program staff on all background check related protocols, issues and concerns as it relates to active volunteers.
3. *Oversees all volunteer recruitment efforts in order to help achieve CASA's vision of a trained CASA volunteer for every child who needs one.*
- a) Collect, analyze and report volunteer recruitment data and trends including monitoring the timetables from application to starting training to finishing training and case assignment.
 - b) Actively participate in CASA volunteer information sessions serving as CASA's resident expert on volunteer eligibility.
 - c) Assist with all other recruitment and retention events as needed.
 - d) Work alongside the Senior Director of Community Initiatives to achieve CASA's diversity and inclusion goals by helping track race/ethnicity and gender trends.

Additional Duties

1. Attend the beginning of CASA 101 trainings in order to welcome potential volunteers.
2. Represent CASA at various community events as needed.
3. Support CASA's Leadership and Management teams with reports as needed.
4. Follow agency policies regarding personnel, timely submission of expense reimbursement and timesheets.
5. May serve as a back-up trainer from time-to-time.
6. Other duties as assigned.

Knowledge, Skills and Experience

- A minimum of a bachelor's degree.
- Demonstrated ability to clearly communicate CASA's mission and need for volunteers to the community.
- Demonstrated ability or strong willingness to understand the role of the CASA volunteer.
- Demonstrated skill and knowledge in interviewing and screening. Experience in forensic interviewing is a plus.
- Strong organizational skills, with detail orientation and the ability to reliably follow-through.
- Two to three years of experience in volunteer recruitment/management.
- Experience in supervising employees is preferred.
- Demonstrated experience and comfort in working in multicultural environments and with people from diverse backgrounds with a proven ability to communicate in culturally sensitive ways.
- Strong public speaking experience and skills.
- Demonstrated ability to work in a team-oriented environment.
- Demonstrated ability to juggle multiple priorities.
- Experience in teaching and/or training adult learners
- Intermediate level knowledge of Windows applications, including, but not limited to, Microsoft Excel, Word, Publisher and Outlook.
- Basic knowledge of relational database functionalities, intermediate to advanced knowledge preferred.

- *Experience as a human resources recruiter or college admissions officer preferred.*

Physical Requirements and Work Environment

The Director of Volunteer Admissions will be expected to have daily transportation to attend recruitment and retention events. He/she will spend some time in the office that could involve intermittent physical activities including bending, reaching, sitting and walking during working hours. Additionally it is anticipated that the person may spend several hours of each day seated at a PC. Reasonable accommodations may be made to enable a person with physical disabilities to perform the job.