

**Position:** Volunteer Manager

**General Summary:**

The Volunteer Manager's primary responsibility is recruitment, training, communication with and retention of CASA volunteers, along with administrative and fundraising support as directed.

**Job Requirements:**

- Experience in community outreach, volunteer training or management, nonprofit communications and/or social services required (juvenile and child welfare systems, preferred)
- Bachelor's Degree preferred
- Excellent written and oral communication skills
- Excellent presentation skills needed for volunteer training and other volunteer and donor recruitment presentations in the community
- Excellent organizational and administrative skills
- Working experience with Microsoft Office programs, especially Word, Excel, Publisher and PowerPoint, Google Drive, social media networking and ad design

**Job Responsibilities:**

**Volunteer Recruitment**

- Coordinate volunteer recruitment efforts in the community through advertisements (print and online), social media, and community outreach events
- Facilitate volunteer application process, interviews and acceptance into initial CASA volunteer training
- Maintain updated training and recruitment information on the CASA DC website, listservs, social media outlets, and other online forums

**Training**

- Coordinate and facilitate initial thirty-hour CASA volunteer training at least one to two times per month
- Remain point of contact for volunteers during training to assist with questions or concerns, including managing a general email inbox for volunteers
- Facilitate and monitor the virtual classroom component of training (when applicable), including response to volunteer written comments.
- Assist with administrative logistics (securing room space and guest speakers, hosting virtual training sessions (when applicable) ensuring necessary supplies, sending training materials to volunteers in advance, obtaining signed completion certificates, maintaining a log of volunteer attendance, etc)
- Schedule volunteers for court shadow assignments and swearing-in

**Volunteer Management**

- Maintain database and files for all CASA volunteers with information regarding their case assignment history, special skills, matching preferences, all documents required by National CASA/GAL Association, and continued training attendance for the duration of their service
- Monitor and keep regular contact with all volunteers not currently assigned to a case
- Organize volunteer appreciation events and activities

**Essential Job Functions:**

- Good organizational and planning skills, high level of creativity, ability to facilitate group discussion, good presentation skills, and the ability to work with minimal supervision and short deadlines
- Must be available for both evening and weekend volunteer training sessions.
- This position requires the employee to work on a computer for at least four hours each day.

- In accordance with CASA's team philosophy, the person filling this position may occasionally be required to carry out or assist with other tasks in addition to the duties listed on this job description.

**Job Type: Full-time**

**Pay:** \$55,000.00 per year

**Benefits:**

- Dental Insurance
- Disability Insurance
- Flexible Spending Account
- Health Insurance
- Paid Time Off
- Vision Insurance

**Experience:**

- Nonprofit communications and/or social services: 3 years (Preferred)
- volunteer training, recruitment, and management: 5 years (Required)

**Education:**

- Bachelor's (Preferred)

**Work Location:**

- One location

**This Company Describes Its Culture as:**

- Detail-oriented -- quality and precision-focused
- Innovative -- innovative and risk-taking
- Outcome-oriented -- results-focused with strong performance culture
- People-oriented -- supportive and fairness-focused

**Schedule:**

- Monday to Friday
- Weekends required

**Company's website:**

- [www.casadc.org](http://www.casadc.org)

**Company's Facebook page:**

- <https://www.facebook.com/casadc/>

**Benefit Conditions:**

- Only full-time employees eligible

**Work Remotely:**

- Temporarily due to COVID-19