



# Lorain County Domestic Relations Court

## Position Description

**Classification Title:**

FLSA Status: Non-exempt

Exemption Type: N/A

Civil Service Status: Unclassified

**Volunteer Coordinator-CASA**

Employment Status: Full-time

Reports To: Program Manager

Division: Voices for Children

### **DISTINGUISHING JOB CHARACTERISTICS**

Responsible for interviewing, screening, training, and monitoring volunteer Guardians ad Litem (GAL) for the Voices for Children- Court Appoint Special Advocate (CASA) Program. Assigns GAL volunteers to children involved in child neglect and dependency cases filed by Lorain County Children Services. Assists GAL volunteers in preparing for and attending court hearings, writing and reviewing reports, and providing support and feedback regarding case assignments. *This is a grant-funded position and is not part of the Court's general operating budget. Ongoing funding for this position is dependent upon the continuation of the grant or external funding resources*

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.*

Maintains responsibility for mandatory screening, training, and case assignment of new volunteer Guardians ad Litem (GAL) for the Voices for Children CASA program. Coordinates speakers, schedules, and facilitates pre-service classes for new trainees. Evaluates volunteers' performance and conducts periodic documentation checks.

Completes and electronically tracks background checks including FBI, BCI, SACWIS, and electronic fingerprints. Completes reference checks and requests police reports or other information regarding convictions. Notifies the Program Manager of failed screenings or other potential issues in a timely manner.

Ensures that existing volunteers maintain program eligibility and training requirements after formal Oath is completed. Maintains responsibility for continuing education programs for volunteers to meet program requirements.

Reviews all filed cases to determine eligibility and assigns GALs in child neglect and dependency cases filed by Lorain County Children Services. Files notice of submission of GAL report and provides copies in accordance with the Rules of Superintendence. Enters, scans, and maintains electronic documents and case information in the designated software program. Compiles and enters required program data in grant databases/portals by assigned deadlines.

Coordinates courtroom observation and provides training in courtroom procedures and expectations. Reviews and provides feedback regarding GAL reports and recommendations for court hearings. Attends court hearings with volunteer GALs to offer assistance and ensure program compliance.

Provides support to volunteers regarding case assignments including problem solving, resource information, and guidance related to the child welfare system. Maintain documented monthly contact standards with GAL volunteers.

Assists the Program Manager in the recruitment of volunteers, coordinates events, notifies program participants, and participates in CASA events. Assists the Board of Directors with recruiting efforts through advertising and program awareness activities.

Completes work in a timely, consistent manner and is committed to being available during business hours to further organizational goals. Consistently meets deadlines.

Maintains a professional and polite disposition at all times when dealing with the public, coworkers, volunteers, board members, service providers, and other outside agencies. Stays calm and even-tempered when handling crises, stressful situations, continuous change, or unexpected developments. Works effectively in a team environment to accomplish organizational goals.

Must be awake and alert at all times. Demonstrates regular and punctual attendance and arrives prepared to work. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions. Maintains flexibility in work hours to accommodate the needs of the Court and CASA program.

### **OTHER DUTIES AND RESPONSIBILITIES**

Assists in public speaking, community outreach, and community committees as needed. Provides program oversight in the absence of the Program Manager. All other duties as assigned by the Program Manager or Director as requested.

### **SCOPE OF SUPERVISION**

None.

### **EQUIPMENT OPERATED**

Computer; tablet; scanner, copier; phone; camera; audio visual equipment; and other general office equipment.

### **CONTACTS WITH OTHERS**

Contacts involving dealing with persons of higher rank on matters requiring explanation, discussion, persuasion and obtaining approvals. Considerable tact required. Contacts include media; social workers; board members; volunteers; court personnel; various social service agency personnel; other CASA programs staff; clients and the public.

### **CONFIDENTIAL DATA**

Work involves some confidential information such as criminal records; medical records; psychiatric and psychological evaluations; treatment records; drug test results; school records; Children Services records; Court records; social service records, which if disclosed, may have a pronounced adverse effect detrimental to the Court's interest, or contrary to recognized professional ethics. Must maintain confidentiality and exercise extreme discretion.

## **WORKING CONDITIONS**

Work is performed in an office setting under good conditions with occasional exposure to noise, dust, heat or some other disagreeable element.

## **USUAL PHYSICAL DEMANDS**

*The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodation may need to be made when an otherwise qualified person is unable to perform the job's essential duties because of an ADA disability.*

While performing the duties of this job, the employee is required to sit, speak clearly and to hear. Work is essentially sedentary with intermittent walking, standing, bending, and transporting items up to 20 pounds, such as training materials, papers and files. Employee converses with others in person and by telephone. Tasks performed require concentrated mental and visual attention and coordination less than 50% of the time. Sometimes requires rapid and precise manual dexterity or eye/hand coordination when using a computer.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:** the court and child welfare systems, court appointed special advocate (CASA) and Guardian ad Litem program, volunteer recruitment methods, computerized systems for data management, Rules of Superintendence, Court system, and court room decorum.

**Ability to:** interact with individuals of diverse socioeconomic, cultural, and educational backgrounds; maintain confidential information and records; provide quality case management and supervision of volunteers; and engage in public speaking and other public awareness activities on behalf of the Court. Ability to exercise patience, objectivity, maturity, initiative, adaptability, sound judgment, make informed decisions, apply common sense, carry out instructions and independently problem solve situations that arise and require immediate resolution. Ability to read, write, understand, and speak the Standard English language. Ability to constructively work and communicate verbally and in writing with coworkers, court staff, volunteers, service providers and public. Model appropriate interpersonal skills, recognize when further direction and/or assistance is needed, recognize boundaries between job duties and authority.

**Skill in:** written and verbal communication, public speaking, providing training and coaching individuals and/or groups, computer operation, application of job software programs, Microsoft Platform, maintaining records, and routine typing.

## **QUALIFICATIONS**

A high school diploma or GED is required. Bachelor's degree is preferred. An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities in lieu of a degree.

Ability to document identity and employment eligibility within three (3) days of original appointment as a condition of employment in compliance with Immigration Reform and Control Act requirements.

Possession of a valid Ohio driver's license and a demonstrated safe driving record. Must be eligible to drive under the county commissioner's Driver/ Vehicle Risk Reduction Program.

## **LICENSURE OR CERTIFICATION REQUIREMENTS**

State Motor Vehicle Operators License and proof of insurance.

**This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.**

### MANAGEMENT APPROVAL

_____	____/____/____
<b>Authorized Court Management Representative</b>	<b>Date</b>

### EMPLOYEE UNDERSTANDING

_____	____/____/____
<b>Employee</b>	<b>Date</b>