



## Yamhill County CASA Program Support Specialist Job Description

### **Role**

The Program Support Specialist supports program supervisors and the Executive Director through daily management of information relating to CASA activities and conducts all activities in a confidential manner.

### **Nature of Work**

This is an office support position designed to increase overall program efficiency and reduce the workload of the supervisors and Executive Director. This position is responsible for maintaining general office organization and providing administrative support.

### **Supervision Received/Reports to:**

The Program Support Specialist works directly with the supervisors for all volunteer and case related matters and receives general supervision and direction from the Executive Director.

### **Supervision Exercised**

The Program Support Specialist provides no direct supervision to staff. The program support specialist should only supervise volunteers or cases if the supervising staff has reached case load capacity, and only temporarily until caseload decreases or additional supervisory staff can be added to the program.

### **Duties**

- Open, process, and distribute physical mail daily
- Open, process, and distribute emails in the general email box daily
- Maintain Yamhill County CASA's digital calendar
- Process, file, and distribute case discovery according to specified procedures within 1 business day of receipt
- Process, file, and distribute notices from the court according to specified procedures within 1 business day of receipt
- Process, file, and distribute other communication from attorneys and other parties according to specified procedures within 1 business day of receipt
- Supports the recruitment, screening, training, and retention of CASAs as requested by the Executive Director
- Greet all visitors to the office in a friendly, positive manner and assist them as needed
- Assist the supervisors in volunteer management and case management as needed
- Operate and navigate the program's data collection system, CASA Manager
- Operate and navigate the program's digital file system, One Drive
- Operate standard office equipment including multi-line phone, fax machine, scanner, printer/copier

### **Requirements**

- Complete an application including submitting a minimum of 4 references
- Complete program required background checks upon initial application and every four years after beginning employment
- Sign a confidentiality agreement annually
- Sign a conflict-of-interest agreement annually
- Sign acknowledgement of HR Policies & Procedures Manual annually

- Complete Staff Orientation
- Complete CASA Pre-Service Training within 6 months of beginning position
- Complete 12 hours of continuing education annually
- Participate in an annual performance review

### **Qualifications**

- ✓ High school diploma, GED or equivalent required
- ✓ Competence in word processing, spreadsheets, database entry and management. Experience with Office products including Word, Excel, and Publisher a plus.
- ✓ Must qualify as a CASA volunteer and be sworn in as a CASA during the next CASA training conducted by the Yamhill County program. Must pass a background history check with DHS, as well as through an independent agency, tasked with determining criminal or child abuse history.
- ✓ Two years of paid or volunteer experience working with volunteers and/or judicial system knowledge preferred.

### **Knowledge and Skills**

- Excellent oral and written communication skills including but not limited to good telephone etiquette and presence
- Previous office experience and knowledge of non-profit organizations helpful
- Ability to communicate effectively both verbally and in writing with a variety of people including staff, supervisors, board of directors, judges, attorneys, and supporters
- Ability to organize and manage multiple projects simultaneously
- Ability to maintain confidentiality and appropriate professional boundaries
- Commitment to the CASA mission and goals

### **Salary, Benefits & Schedule:**

Compensation is commensurate with experience. A position of .75 FTE or greater includes an employer provided HRA (Health Reimbursement Account) which becomes available after a probationary period. Paid time off accrual begins on the first day of employment. This position is hourly; the number of hours expected, and anticipated work schedule, is included in the offer letter.

### **Agency Description:**

Yamhill County CASA recruits, screens, trains, and supports volunteer advocates for abused and neglected children under the jurisdiction of the court. Our goal is to see every child in Yamhill County thrive in a safe and stable home. For 100% of the children who come into state custody, we want to have immediately available the right CASA who can connect with the child, acknowledge who they are and where they come from, and walk alongside that child on their journey through the child welfare system. At CASA, we do not just accept difference- we value it and support it to create a culture of dignity and respect for our employees. We are proud to be an Equal Opportunity Employer.

Yamhill County CASA operates its program, services, and activities in compliance with federal nondiscrimination laws. No person shall, based on race, color, national origin (including limited English proficiency), disability, religion, sex, gender identity, sexual orientation, or age, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any of our programs.