



# Yamhill County CASA

## Program Support Specialist

### Job Description

#### Role

The Program Support Specialist is a vital role that is both the first point of contact for the program and the behind-the-scenes operator who ensures the program runs efficiently and effectively. This support position is responsible for ensuring a positive and welcoming office environment, maintaining general office organization, and providing administrative support to the staff.

#### Supervision Received/Reports to:

The Program Support Specialist works alongside the Volunteer 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

- Welcome visitors and volunteers and help meet their needs
- Answer phone calls, answering questions or connecting the caller to other staff as needed
- Open, distribute, and file physical mail daily
- Open, distribute, and file general program emails and email attachments according to specified procedures within one day of receipt (including court notices, discovery, etc.)
- Maintain Yamhill County CASA's digital calendar
- Create and send "This Week at CASA" email to advocates, board members, and staff on Mondays
- Support the recruitment, screening, training, and retention of CASA volunteers as requested by the Executive Director
- Assist the Volunteer Supervisors in volunteer management, case management, and data entry as needed
- May be asked to be available to support volunteers and staff evenings and weekends
- May be asked to work evenings and weekends at events
- Participate in bimonthly staff meetings and contribute to the ongoing evolution of the program through sharing creative ideas and suggestions
- Other tasks as requested by the Executive Director

#### Requirements

- Must be 21 years or older
- Applicants with a criminal history involving violent crimes or crimes against children cannot be considered for this position
- Applicants with founded allegations for child abuse or neglect cannot be considered for this position



## Qualifications

- ✓ Must pledge to promote diversity and equity, and to contribute to an inclusive and welcoming working and learning environment
- ✓ Must be comfortable and confident using technology including multiline phone systems, copier/printer/fax machine, and Microsoft programs such as Word, Excel, Outlook, and OneDrive
- ✓ Must be comfortable and confident communicating both in writing and verbally, and one-on-one or in group settings
- ✓ Must qualify as a CASA volunteer and be sworn in as a CASA during the next CASA training conducted by the Yamhill County program (appointment to a case is not required)
- ✓ Must pass a background check with Oregon Department of Human Services, as well as through an independent agency, tasked with determining national criminal or child abuse history

## Preferred Knowledge, Attributes, & Skills

- Outgoing personality & professional appearance
- Excellent time management skills
- Ability to multitask, prioritize tasks, and ask for help when needed
- Experience working with volunteers, survivors of violence, child welfare, judicial system, or related field
- Experience in office organization, admin support, or nonprofit management
- Ability to maintain confidentiality and appropriate professional boundaries
- Commitment to the Yamhill County CASA mission, vision, values, and goals

## Salary, Benefits, & Schedule:

Compensation is based on experience. There are two paid holiday weeks per year, the week of July 4th and the week between December 25th and January 1st, plus two floating holidays annually, and one mental health day every six months. Paid time off accrual begins on the first day of employment. After a 90-day probationary period, Yamhill County CASA contributes into a SIMPLE IRA for each employee regardless of employee contribution and, for employees working 30 hours per week or more, provides an employer sponsored HRA (Health Reimbursement Account). This position is hourly; the number of hours expected, work schedule, and rate of pay will be included in the offer letter.

## Agency Description:

The mission of Yamhill County CASA is to improve outcomes for children who have experienced abuse and neglect in Yamhill County by recruiting, screening, training, and supporting CASA volunteers who advocate on their behalf in court- keeping the child's best interests at the core of all case decisions. Our vision is to see that every child in Yamhill County has a powerful voice and a hopeful future.

At Yamhill County CASA, we value diversity and actively work 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.