



Volunteer Coordinator

Organizational Overview

Boston CASA (Court Appointed Special Advocates) promotes and protects the best interests of children and youth who have experienced abuse and neglect. We train and support community-based volunteers who provide a voice to children in the court system so they may thrive in a stable environment.

Boston CASA fulfills this mission by recruiting, training and supervising volunteers from the community who are appointed as a child's guardian ad litem (GAL), to protect and promote their “best interest” while ensuring they have access to safe and permanent homes. CASA Volunteers come from all walks of life. They have a variety of professional, educational and cultural backgrounds. They are selected on the quality of their objectivity, competence, and commitment. Please visit our website at www.bostoncasa.org to learn more about the organization.

Position Overview

The Volunteer Coordinator has the primary responsibility of volunteer recruitment, screening, training, and retention; ensuring volunteers comply with all applicable policies and procedures; and will work closely with the Program Team in maintaining records and reporting statistics related to the volunteer program. This position is also responsible for updating and developing training and educational materials for volunteers and performs other duties as required by the Director of Community Engagement and Volunteer Services (DCEVS). The Volunteer Coordinator is responsible for developing, implementing, and overseeing the volunteer program under the direct supervision of, and will report directly to, the DCEVS.

Responsibilities

- Identify a diverse and qualified volunteer pool that meets the needs of Boston CASA
- Prepare volunteer intake materials including organizing and conducting information sessions, processing applications, scheduling screening interviews, coordinating background checks and direct communication with potential volunteers
- Design, promote and maintain a range of volunteer training and engagement opportunities, including the Boston CASA University schedule
- Support the management of interns for the Volunteer Department
- Plan and implement the annual volunteer recognition event and smaller recognition opportunities throughout the year
- Provide a cohesive volunteer newsletter and various communications and publications
- Plan and lead social media content and engagement across all social media platforms (Facebook, Instagram, LinkedIn, etc)

- Create and schedule mission-focused content highlighting volunteer opportunities, events, advocacy initiatives, and community impact
- Support outreach campaigns designed to recruit and retain volunteers
- Collaborate with staff to gather stories, photos, and testimonials that showcase Boston CASA's work
- Monitor social media engagement and respond to inquiries as appropriate
- Attend meetings, conferences, workshops, and training sessions
- Collect and provide data analysis of volunteer performance
- Other duties as assigned; non-essential job duties, non-related responsibilities and other tasks as required by the Executive Director and Organization may be assigned from time to time – Boston CASA is a small non-profit organization requiring flexibility from its staff.

Qualifications

Knowledge of:

- Principles and practices of volunteer recruitment and management, including work planning, assignment, and the training of volunteers

Ability to:

- Plan, schedule, and participate in activities as performed by volunteers.
- Instruct and motivate volunteers
- Provide flexibility in scheduling which may include evenings and weekends.

Must possess:

- Minimum of BA/BS degree required, 2 or more years of relevant experience as a trainer
- Working knowledge of Suffolk and Middlesex communities
- Strong written and verbal communication skills
- Proficiency in Microsoft Office Suite and willingness to learning new software programs
- Experience with social media management tools such as Canva, or Meta Business Suite
- Ability to work independently and as part of a team
- A demonstrated respect for people regardless of status, race or ethnicity, religion, and sexual orientation
- A commitment to collaborate, and achieve community involvement
- Experience working with culturally diverse populations
- Ability to maintain confidentiality and exercise diplomacy and discretion.

Employment for the position of Volunteer Coordinator requires the completion of a Boston CASA 35-hour pre-service training; a comprehensive background check; and a writing sample upon request.

Compensation & Benefits

Salary:

Salary: \$48,000-\$54,000 DOE

Boston CASA offers a comprehensive benefits package, including health insurance, paid time off, holidays, and professional development opportunities.

Application Instructions: Interested candidates should submit a resume and cover letter to charly@bostoncasa.org.

At Boston CASA, we don't just accept difference - we celebrate it, support it, and thrive on it for the benefit of our team and the communities we serve. Boston CASA is an equal opportunity employer and as such, we do not discriminate against any team member or candidate because of race, creed, color, religion, gender, sexual orientation, gender identity/expression, national origin, disability, age, genetic information, veteran status, marital status, pregnancy, or any other basis protected by law. We encourage all to apply because we believe a diversity of voices leads to better discussions, decisions, and outcomes for everyone.