



Volunteer Supervisor Job Description

Updated: April 18, 2023

Incumbent:		Date Received by Incumbent:	
Signature of Incumbent:			
Supervisor:	Keagan Clark		

I. **Qualifications**

Bachelors degree in Social Services or related field preferred.
 Prior experience in volunteer management.
 Prior Case Management and/or marketing experience a plus.
 Must be willing to work non-traditional hours.
 The ability to handle highly sensitive issues a must.

II. **Organizational Relationships**

Reports to CASA Coordinator
 Supervises Volunteers for CASA program
 Interacts with entire Twin Cedars Staff

III. **Description of Key Responsibilities**

1. Responsible for volunteer recruitment and retention.
 - Enters volunteer information in data base for reporting and statistical accountability and grant reporting.
 - Must recruit and retain a constant volunteer base of 20-30 volunteers and child cases.
 - Coordinates cases and volunteers with Volunteer Coordinator and makes assignments.

2. Conducts volunteer training.
 - Ensures that volunteers complete required training hours and documents.
 - Maintains volunteer training files.
 - Participates in conducting volunteer training sessions as scheduled.
 - Ensures background screens are completed on prospective volunteers and documented in chart.

3. Responsible for coordination and supervision of all volunteer efforts.
 - Coordinates and assigns volunteer cases.
 - Provides monthly contact or supervision of volunteer activity.
 - Ensures each assigned case is covered by volunteers or staff.
 - Monitors volunteer relationships with clients.
 - Maintains accurate records of volunteer hours to use for grant

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reporting purposes.

4. Coordinates referrals from DFCS/Juvenile Court.
 - Coordinates Appointment Orders of volunteers with Juvenile Court.
 - Coordinates with DFCS staff as needed on behalf of the program and volunteers.
5. Reviews and edits Volunteer's court reports to ensure accuracy and content.
 - Reviews, edits and corrects Volunteer court and panel reports for accuracy and content.
 - Submits reports to the court, DFCS and attorneys.
 - Attends court and panel hearings with Volunteer or represents Volunteer if not present.
6. Provides information for monthly CASA e-news letter for volunteers & stakeholders to stay aware of program activity and community outreach.
 - Provides input on monthly e-newsletter and nominates candidate for Volunteer of the month.
7. Maintains confidential files for Volunteers and children.
 - Maintain volunteer and child charts in accordance with National and State CASA standards.
 - Secures files nightly.
8. Coordinates and collaborates with all CASA and Twin Cedars staff to accomplish programmatic goals.
 - Assists with volunteer recognition, retention and special events.
 - Assists with resource development and public awareness events.
 - Assists in grant writing by providing statistical data, planning and proof reading.

Job opening contact person: Keagan Clark, kclark@twincedars.org or 706-327-9612 x1510.