Employer: San Francisco Court Appointed Special Advocate Program  
Position: Community Engagement Coordinator  
Status: Full-time exempt

Organization Overview
The San Francisco Court Appointed Special Advocate Program (SFCASA) recruits, trains and provides ongoing support to community volunteers serving as officers of the court to advocate for the best interests of children and youth in the foster care and juvenile justice systems. Through sustained, personal attention, SFCASA creates positive change in children’s lives, providing them with hope, stability and opportunities to thrive in preparation for healthy, productive adult lives. More information can be found at www.sfcasa.org.

Position Overview
The Community Engagement Coordinator has the primary responsibility to manage community outreach to identify and recruit volunteers, engage and build relationships in the community to share the CASA message, ensure the engagement and enrollment of potential volunteers, and the smooth transition from interested applicant to “CASA trainee.” The Coordinator is a critical member of the SFCASA team, managing staff and volunteer involvement in recruitment activities. This position will report to the Annual Fund & Development Operations Manager.

We are near completion of a 5-year strategic plan (to be completed in March 2022) focused on growing and deepening our impact. Central to successful plan implementation is growing and diversifying our volunteer base to include more BIPOC, male, Spanish-speaking and senior volunteers. The Community Engagement Coordinator will play a key role in these efforts; and therefore the position responsibilities may evolve accordingly.

Responsibilities
Manage CASA Volunteer Recruitment & Retention
- Manage CASA volunteer recruitment and outreach activities in partnership with staff, board, volunteers and current and potential community partners to identify a growing, diverse, and qualified volunteer pool that meets the strategic needs of SFCASA
- Identify and pursue opportunities for community partnerships aimed at both recruiting volunteers and strengthening connections in relevant community groups
- Identify and engage SFCASA staff and volunteers in tabling and presentation opportunities
- Work closely with the Director of Development and Communications to ensure marketing and outreach strategies are aligned and effective
- Coordinate the volunteer Information Sessions (Info Sessions), this includes ensuring information is updated, current and correct on website and other public documentation, delivery of information, coordinating volunteers to deliver the sessions, identifying and coordinating with community partners to host events and engage their constituents
- Follow up with attendees and no-shows and test different engagement approaches (e.g. virtual info sessions)

Coordination of volunteer opportunities & events
- Build and support a robust volunteer program engaging current and former CASA volunteers in non-advocate roles, working with SFCASA staff to design, promote, and support a range of volunteer opportunities within the agency, including maintaining volunteer service descriptions for the non-CASA volunteer roles; provide support to staff for outreach for various non-advocacy volunteer support roles
• Organize volunteer recognition programs and special events, including annual Advocate Appreciation event, CASA Community Network Committee, networking opportunities, and support youth holiday party. Support the various volunteer communications and publications, including the monthly newsletter and other information and opportunities for volunteers

**Recruitment data collection, analysis and distribution (continuous quality improvement)**

- Monitor and maintain up-to-date information in program database
- Support the development, measurement and ongoing evaluation of volunteer recruitment efforts to ensure success and continual improvement
- Organize and facilitate monthly recruitment team meeting
- Report on the success and challenges of the marketing and recruitment strategies including analyzing data to inform continuous improvement
- Work closely with the Director of Development and Communications to inform strategic outreach and marketing efforts

**Other duties**

- Manage CASA application and screening interview processes
- Hold the title of Custodian of Record, performing and maintaining volunteer background checks for volunteers, staff and board, and promoting best practices and ensuring national, state and local compliance
- Participate as active team member and support organizational initiatives and events
- Establish and maintain effective, collegial working relationships with staff, board and volunteers, as well as with representatives of the San Francisco Human Services Agency, the dependency attorney panel, education service providers, Foster Family Agencies, and other community service providers and entities
- Other duties as assigned; non-essential job duties, non-related responsibilities and other tasks as required by the Executive Director and Agency may be assigned from time to time – SFCASA is a small non-profit organization requiring flexibility from its staff.

**Qualifications and Requirements**

- Flexibility with hours, including some evenings and weekends
- Bachelor’s degree or relevant experience in volunteer management, marketing/communications and/or social-service related field preferred
- 2-4 years (or more) of experience in the fields of social service, volunteer recruitment and coordination and/or community outreach and engagement
- Strong working knowledge of community resources and the strengths and challenges to improve and grow volunteer engagement in the San Francisco and greater Bay Area
- Must complete SFCASA Volunteer Advocate Core Training
- Must pass a comprehensive background check
- Strong written communication skills, including editing skills
- Excellent oral communication skills, including the ability to present to diverse audiences under various circumstances
- Competence in Microsoft Word, Excel, PowerPoint and Outlook programs and comfort learning and utilizing new software programs
- Experience with Salesforce and Form Assembly preferred
- Strong task management and project management skills
- Demonstrated respect of all people regardless of socioeconomic background, culture, religion, sexual orientation, disability, or gender expression and experience working with culturally diverse populations
- Ability to maintain confidentiality and exercise diplomacy and discretion in communication with others
- Spanish-English bilingual candidates strongly encouraged to apply
Salary & Benefits
Competitive salary based on experience. SFCASA offers a robust benefits package including health, dental and vision insurance; a 403(b) retirement savings fund; flexible spending plans for medical, dependent care, and commuter expenses; and generous vacation, sick leave and paid holidays. Employees in their first year accrue 15 vacation days and 12 sick days annually and receive 16 paid holidays per year, including their birthdays off.

To Apply
Please send a cover letter, resume and three references in one PDF file via e-mail to resumes@sfcasa.org with “Community Engagement Open Position” in the subject line. Please, no phone calls or site visits. This position will remain open until filled; complete applications will be reviewed as they are received.

SFCASA is committed to workforce diversity and does not discriminate on the basis of age, race, color, religion, disability, sexual orientation, gender identity, or veteran status. Qualified applicants will receive full consideration without regard to age, race, color, religion, disability, sexual orientation, gender identity, or veteran status. SFCASA will consider qualified applicants with arrest or conviction records for employment in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance.

San Francisco CASA is an equal opportunity employer.