



Position Description: Volunteer Coordinator

Organizational Overview:

CASA-NYC is a volunteer-based, not-for-profit organization that advocates for children and youth involved in New York City's child welfare system. Our mission is to ensure that their needs are met and rights protected, and that children in foster care move quickly into safe, stable, nurturing, and permanent homes - with their families of origin whenever possible.

The children, youth, and families we serve have been impacted by intergenerational trauma, structural racism, and chronic poverty. We are actively working to fully integrate trauma-informed, anti-racist principles into our work. We partner with family members and their allies to support them in overcoming barriers to safety, stability, family reunification, and equitable outcomes.

We are committed to advancing racial justice and value the dynamism and perspective that staff diversity and inclusion bring to the work and culture of our organization. We strive to promote behaviors, attitudes, and policies that enable us to work inclusively and effectively in cross-cultural situations with clients, co-workers, and community partners. We actively recruit and seek to grow and maintain a staff that is diverse along many axes, including but not limited to race, ethnicity, and national origin; disability; socioeconomic background; and sexual orientation and gender identity; and to develop pathways to leadership opportunities for people from historically oppressed populations and people with lived experience in child welfare and other systems impacting the people we serve.

Position Description:

CASA-NYC is seeking an energetic, dynamic professional with expertise in community outreach, relationship building, and volunteer management. The Volunteer Coordinator (VC) plays a critical role in recruiting, managing and enhancing the experience of more than 300 CASA-NYC Volunteers annually. Leading the volunteer lifecycle, the VC manages all stages of engagement, from strategic recruitment, screening, and training alignment, retention, and database administration. Operating under the direction of the Chief Program Officer, the VC works closely with the Training Coordinator, the Director of Court-Based Advocacy, and the Communications team. The primary goal is to build, cultivate, and maintain a robust, diverse array of Volunteer Advocates who are deeply aligned with CASA-NYC's mission and organizational values.

Key Responsibilities:

Outreach, Recruitment & Community Engagement

- Align Recruitment with Program Needs: Meet regularly with Court-Based Advocacy Staff to understand the specific attributes, backgrounds, and number of Volunteer Advocates required to meet CASA-NYC's goals.

- **Execute Strategic Recruitment:** With the Chief Program Officer, develop, implement, and maintain a comprehensive, actionable Volunteer recruitment plan based on program needs, to actively grow and diversify the Volunteer pipeline.
- **Coordinate Outreach Campaigns:** With the Chief Program Officer, manage the logistics, execution, and attendance of targeted community outreach and engagement events.
- **Leverage Internal Networks:** Tap into existing staff and active Volunteers to drive word-of-mouth recruitment, networking, and localized community advocacy.
- **Selection and Core Values:** Align all Info Session content, interview rubrics, and guides with CASA's Equity, Anti-Racism, and Organizational Values.
- **Content Creation:** Collaborate with the Training Coordinator, leadership, and the communications team to create compelling written marketing and digital recruitment content.

Screening, Training & Onboarding

- **Lead the Onboarding Pipeline:** Manage initial Volunteer inquiry responses, application reviews, information sessions, applicant screening, individual and group interviews, and reference checks.
- **Manage Volunteer Background Checks:** Manage every aspect of required background checks (initial and re-occurring), to ensure strict adherence to CASA-NYC and National CASA standards.
- **Build Training Cohorts:** Lead the assembly of pre-approved, screened prospective advocates into designated training classes based on programmatic needs, coordinating closely with the Training Coordinator and the Director of Court-Based Advocacy.
- **Provide In-Person Training Support:** Provide in-person technical support for pre-service training sessions, including tracking and recording attendance.
- **Manage Swearing-In Ceremonies:** Lead the planning and execution of Volunteer Swearing-in ceremonies following each pre-service training cohort, including coordination with the NYC Family Courts.

Volunteer Management, Communication & Support

- **Streamline Communications:** Oversee ongoing correspondence with Volunteers to ensure clear, appropriate communication; partner with the Development & Communication team to produce monthly newsletters and formal updates.
- **Track Training Compliance:** Monitor and log Volunteer training hours to ensure compliance with CASA-NYC and National CASA standards, managing all associated correspondence with staff and Volunteers.
- **Evaluate Volunteer Experience:** With the Chief Program Officer, design, execute, and track feedback mechanisms, including surveys and satisfaction reports, to continuously measure Volunteer engagement and alignment with organizational mission. Analyze trends to share updates with internal stakeholders and distribute annual survey insights to both staff and volunteers.
- **Manage Exit Processes:** Oversee the Volunteer exit and deactivation workflow, including exit interviews, surveys, and performance management documentation.

Database Management & Data Integrity

- **System Administration:** Manage, update, and maintain all Volunteer information, tracking, and files across CASA-NYC's volunteer database, Google Suite, Excel, Box, and the online Volunteer portal.
- **Maintain Compliance Records:** Ensure accurate, real-time logging of Volunteer status, demographics, background checks, and other mandatory compliance data.

- Perform Data Audits: Conduct regular data entry updates and system audits to eliminate errors, improve tracking infrastructure, and secure data integrity.
- Reporting: Generate regular and ad-hoc reports on key Volunteer metrics for leadership, National CASA, and grant compliance.
- Process Documentation: Develop and update clear user guides for internal database processes and onboarding procedures.

Organizational Values Integration

The Volunteer Coordinator must embody, promote, and integrate CASA-NYC's core values into all recruitment, training, screening, and volunteer management practices:

- Child Safety & Well-Being: Ensuring all volunteers undergo rigorous screening and training to sustain and grow a trusted network dedicated to ensuring the physical, emotional, and developmental well-being of children.
- Efficacy: Operating as a reliable, resourceful, and relentless problem-solver with a sense of urgency.
- Collaboration: Partnering effectively with staff, volunteers, the NYC Family Courts and external partners to support CASA-NYC's mission and the work of the Volunteers.
- Equity and Anti-Racism: Actively working as an anti-racist advocate, ensuring screening tools and communications with prospective and current volunteers acknowledge and address structural racism in the child welfare system.
- Justice: Advocating for fair, equitable treatment and protected rights for children, youth, and parents at every stage.
- Family Stability: Treating families with dignity and respect to support healing, trauma recovery, reunification, and safe permanence.

Qualifications & Experience:

- College-degree or equivalent required.
- Demonstrated experience and expertise in community outreach, public engagement, and volunteer management.
- Deep commitment to equity, anti-racism, justice, family stability, and the core child welfare values of CASA-NYC.
- Exceptional interpersonal, communication, and relationship-building skills.
- Proficient administrative and organizational skills, with experience managing multi-platform databases (e.g., Optima, Google Suite, Excel, Box).
- Ability to coordinate logistics for events and formal ceremonies, including interfacing with external systems like the NYC Family Courts.
- Flexibility to provide hands-on, in-person support for training cohorts and community campaigns.
- Ability to accommodate a schedule that includes evening and weekend commitments.

Salary ranges from \$55,941 to \$64,910 depending on qualification and experience (higher range includes salary differential for multiple languages, additional degrees and/or certifications). A competitive benefits package includes a 401(k) retirement plan with generous match, health, dental, vision, flexible spending accounts, pre-tax transit costs and paid time off.

CASA-NYC is an equal opportunity employer and encourages people of color, immigrants, LGBTQ-identified and differently-abled candidates to apply.

To apply please email jobs@casa-nyc.org with “Volunteer Coordinator” in the subject line. Please send a resume and detailed cover letter explaining your interest, passion, and experience, with a specific answer to the following required question:

How have your background and experiences, professional or otherwise, prepared you to contribute to CASA-NYC's ongoing efforts to increase equity and advocate for justice for children and families disproportionately impacted by the child welfare system?

Feel free to think broadly about your response to this question, applying relevant aspects of your life, personal and professional experiences. Please also reference in your cover letter where you saw this posting.