

GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



POSTED: DECEMBER 11, 2014
REVISED: DECEMBER 23, 2014
CLOSING DATE: DECEMBER 30, 2014

DEPARTMENT: Superior Court

POSITION: C.A.S.A. Coordinator

LOCATION: Payson

JOB CODE: 14-092

ANNUAL SALARY: \$41,417.00

PURPOSE OF THE JOB

The purpose of this position is to help ensure that the best interests of the child/children in dependency cases are being practiced from the time a case has been filed to the end result of family reunification, guardianship, or adoption. The CASA Coordinator develops, coordinates and supervises activities and staff of the Court Appointed Special Advocate (CASA) Program in providing advocacy services of children/juveniles involved in child abuse/neglect litigation, or adjudicated as delinquent. The CASA Coordinator provides the development and implementation of program goals, objectives, policies, procedures and work standards; ensures that the CASA program meets Superior Court requirements and CASA Program Policies and Procedures; oversees recruitment and training of CASA Volunteers; and provides community outreach services to promote the CASA program.

SUPERVISORY RESPONSIBILITIES

Assigns work to other employees, CASA Volunteers, and supervises related activities.

Provides recommendations on hiring employees; handling employee grievances; training; granting time off; employee promotions; salary increases; disciplinary actions; coaching; discharging employees and managing assistants.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
<ul style="list-style-type: none">Supervises and assists CASA Volunteers; prioritizes and assigns tasks; reviews and edits CASA court reports and oversees submission thereof to court and relevant legal parties; and composes various court-related documents and correspondence oversees and provides information to the Court on cases with an assigned CASA Volunteer through CASA Court Reports; Attends in-house and outside training, seminars, and conferences to keep up with trends and issues and to satisfy department's training requirements; identifies opportunities to attend public events and address community organizations.	25%
<ul style="list-style-type: none">Oversees CASA Volunteers advocacy services to Court on behalf of dependent children (wards of the court); monitors CASA activities and assists in their duties, as necessary; attends court hearings and provides information, as requested; Conducts volunteer performance evaluations; identifies training needs and provides training for volunteers; and coordinates and disseminates training opportunities to volunteers.	20%
<ul style="list-style-type: none">Responds to phone inquiries and replies to emails; communicates with CASA volunteers, court personnel, attorneys, families, Foster Care Review Board Staff, county staff, and foster parents regarding cases, programs, and services; and interacts with people of different social, economic, and ethnic backgrounds.	15%
<ul style="list-style-type: none">Develops marketing materials and strategies and promotes and represents CASA in community through public speaking engagements, media appearances, community forums, and community events; provides education about CASA program. Serves as liaison and ambassador for CASA to public and private agencies; establishes and maintains effective working relationships with county staff, outside agencies, volunteers, and community services personnel.	20%
<ul style="list-style-type: none">Performs accurate data entry; creates and completes accurate reports; collects, monitors, and evaluates data and oversees data entry into database(s); extracts and summarizes program and operational activities information for quarterly reports and other reports as required by CASA of Arizona; ensures that program activities are in compliance with operational guidelines; tracks and reports statistical information and develops annual budget; and updates and maintains variety of files, including case files and volunteer personnel files, records, and other documents.	20%
<ul style="list-style-type: none">Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

Reviews, edits, and recommends approval for submission on Project level budget.

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PROJECT RESPONSIBILITIES

Provides project resource allocation based on pre-approved resources involving organizational planning projects, organizational development, quality assurance projects, process improvement projects, employee training and development projects.

ORAL COMMUNICATION DUTIES

This position trains colleagues and volunteers; explains County and State Program procedures; responds to public inquiries; moderates gatherings; speaks with the media; negotiates or persuades, conducts meetings and provides expert views before courts and tribunals.

WRITTEN COMMUNICATION DUTIES

This position creates or edits documents, formal letters, internal memos, emails, and reports.

INTERACTIONS WITH THE GENERAL PUBLIC

Interacts extensively with employees, CASA Volunteers, customers, the general public, vendors, regulatory bodies, and other groups and/or individuals and Institutions over the telephone, by email, and/or in person.

INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Always (More than 85% in a year)

MINIMUM EDUCATION REQUIRED

Bachelor's Degree in Psychology, or Sociology, or Social Work, or Public Service or equivalent.

MINIMUM YEARS OF DIRECTLY RELATED EXPERIENCE REQUIRED

Two (2) years experience; or equivalent combination of education, training and experience.

PROFESSIONAL CREDENTIALS REQUIRED

Valid Arizona Driver's License. (COJET training required after hire and within the calendar year).

KNOWLEDGE REQUIRED

Clerical, customer and personal service, database management, federal, state, local laws, regulations, statutes, mathematics.

SKILLS REQUIRED

Active learning, active listening, reading, customer service, problem solving, time management, multi-tasking, typing and data entry.

ABILITIES REQUIRED

Ability to focus, follow orders, make sense of multiple information, multi-task, read and write a minimum high school level.

PHYSICAL DEMANDS

- Routinely stands to attend to customers.
- May be required to lift work related materials, equipment and tools of more than 50 lbs. in weight.
- Constantly requires dexterity for keyboard operation.
- Incumbents in this position may be required occasionally kneel and twist.

WORK ENVIRONMENT

Incumbents in this position constantly spends time in office environment; occasionally spends time in lobby environment.

SAFETY RISK EXPOSURE

Incumbents may become exposed to emotional individuals and may be subject to verbal abuse, particularly by the relatives or parents of dependent children.

PROTECTIVE GEAR & SAFETY MANUALS

Incumbents in this position are required to constantly follow written safety procedures and manuals relevant to the division or department. Incumbents in this position may constantly be required to follow safety manuals.

CONSEQUENCES OF ERROR

Potential errors can result in unfavorable public perceptions and legal ramifications.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.