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**Advocate Support Specialist**

**Job Description**

General Description

CASA of McHenry County is a 501(c)3 non-profit organization that provides trained volunteer advocates to be a voice for abused and neglected children in McHenry County, IL.

The Advocate Support Specialist supports day-to-day program operations. Reporting directly to the Executive Director, the Advocate Support Specialist is responsible for supporting advocate recruitment, advocate training and continuing education, advocate appreciation, and communication with advocates along with the coordination of all in-kind donations for the children served by the organization. Good communication, collaboration, and customer service skills are essential to this position.

Responsibilities

* Assisting with the support and appreciation of volunteers, including coordinating volunteer appreciation events
* Collaborating with Advocate Mangers responsible for continuing education and training, including the activities to support with planning, implementation and follow-up
* Collaborating with Advocate Managers to schedule and coordinate program outreach activities, including presentations
* Collaborating with staff to design and distribute program newsletters
* Tracking, organizing and reporting all in-kind program donations
* Recording, reporting and reconciling gift cards and gift card log monthly
* Coordinating with Senior Advocate Manager to track program outputs and outcomes
* Welcoming advocates and other visitors to the program space
* Managing general program space organization and presentation
* Assisting with all aspects of program management including equipment inventory and storage
* Managing inventory of program assets and supplies, monitoring critical levels of stock, sourcing suppliers, and ordering supplies
* Responsible for safekeeping of incoming program revenue
* Maintaining program accounts receivable
* Preparing program meeting minutes
* Other duties as assigned

Specific skills and competencies

* Knowledge of and passion for the CASA mission
* Strong work ethic with the capacity to work independently
* Ability to problem solve and use critical thinking
* Capacity to work in a collaborative team environment
* Proficient typing
* Strong understanding of Microsoft Word, Excel, PowerPoint, and Publisher
* Ability to demonstrate professionalism at all times utilizing a customer service mentality

Working conditions and Physical Requirements:

* This role typically operates within the office setting during the business day, but on occasion, may require an evening or weekend commitment.
* This role requires lifting a minimum of 25 pounds
* This role requires occasional local travel

Position is currently listed as Part-Time, 20 hours per week. This is a grant funded position with a salary range of between $14 and $15.25/hr.

CASA is an equal opportunity employer. All applicants must submit a resume, cover letter and three references to [meghan@casamchenrycounty.org](mailto:meghan@casamchenrycounty.org). All applicants are subject to a background check. CASA will reject any applicant found to have been convicted of, or having charges pending for a felony or misdemeanor involving a sex offense, child abuse or neglect, or related acts.

Date Reviewed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Advocate Support Specialist:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Executive Director:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_