



Position Title: Child Advocate/Volunteer Coordinator
Exempt/Non-Exempt: FT Non-Exempt
Title this Position Reports to: Director of Operations

Job Summary:

The Child Advocate/Volunteer Coordinator, in addition to conducting Child Advocate duties, manages the Child Advocate Volunteers at the Dee Norton Child Advocacy Center. As a member of a clinical support team, the Child Advocate/Volunteer Coordinator ensures that all clients, visitors and community partners are received and directed appropriately in a caring and professional manner. In addition, this individual is responsible for ensuring safety, supervision and support for children in the waiting area.

Job Details:

Volunteer Management

- Maintain required documentation and volunteer time logs to meet legal and grant requirements.
- Develop volunteer job descriptions and maintain volunteer manual.
- Return Child Advocate Volunteer requests within 72 hours. Refer undergraduate interns/volunteers for other departments to the appropriate department supervisors. Assist new interns with the orientation checklist. Maintain intern files including initial contact, performance evaluations, and time logs.
- Plans, organizes, and implements volunteer recognition events and activities in coordination with the Marketing and Awareness Coordinator.
- Conduct volunteer orientation in conjunction with Marketing and Awareness Coordinator on a monthly basis.
- Implement consistent orientation for all Child Advocate volunteers
- Maintain a schedule for coverage of Child Advocates and/or volunteers for the lobby
- Address concerns and questions from Child Advocate volunteers as needed

Reception

- Ensure that all clients, callers and visitors to the Dee Norton are greeted in a professional manner; and responsible for notifying the appropriate Dee Norton staff members as needed.
- Responsible for maintaining a safe and tidy waiting area, to include sanitizing toys and books as needed.
- Answer phones professionally and confidentially, and appropriately direct calls/take messages.
- Distribute fax messages in a timely manner
- Assist clients with scheduling appointments as needed.
- Responsible for executing and updating the phone protocol to include turning phones over to answering service and ensuring after hours on call scheduling information is provided to answering service to ensure appropriate phone coverage at all times.
- Serve as a liaison between clients, visitors and Dee Norton staff and promote professionalism as a representative of Dee Norton to the clients being served.
- Assist in maintaining a safe and clean physical environment in the reception area.

Child Advocacy

- Interact with children in the reception area to help reduce stress and anxiety related to separation from their caregivers while they are engaged in receiving services at the Dee Norton.
- Serve as a liaison between the children and the Therapists and provide feedback to Therapists regarding observations of child's behavior and family interactions in the waiting area.
- Ensure that culturally competent periodicals and toys are available in the waiting area.

Clerical

- Set up new client charts with necessary paperwork and having a minimum of 10 prepared charts available at all times.
- Responsible for putting up conference and board room schedules in calendar format each day
- Responsible for the daily incoming and outgoing mail duties.

Other Responsibilities

- Adhere to Dee Norton's Vision, Mission and Core Values.
- Attend appropriate training workshops and conferences.
- Ensure direct supervisor and/or the Executive Director is knowledgeable about any issues that impact the safety, functioning and management of Dee Norton.
- Attend departmental and organizational meetings.
- Meet any other needs as identified by the ED and/or Leadership Team.
- Abide by federal and state confidentiality and privacy requirements, as well as all Dee Norton Policies and Procedures.
- Abide by and meeting all grant requirements and objectives.
- Participate in a minimum of four public awareness programs and/or fund raising events annually on behalf of Dee Norton.

Requirements:**Background Experiences**

- High School Degree
- Experience in customer service and working with children.
- Working knowledge of office equipment and basic computer functions.
- Other combinations of experience and education that meet the minimum requirements may be substituted.

Knowledge, Skills and Abilities (KSAs)

- Awareness and understanding of child abuse dynamics and its potential impact on client relations.
- Demonstrated ability to excel in interpersonal and intercultural communication skills.
- Demonstrated high quality written and verbal communication skills.
- Strong organizational skills with demonstrated ability to perform multiple job functions.
- Demonstrated ability to respond with professionalism and operate multiple phone lines.
- Possess creative problem solving skills.
- Ability to work well in multicultural teams and with diverse constituencies.

Competency Profile/Core Values Alignment

- Contribute to an environment of trust and mutual respect
- Maintain a high level of personal responsibility and ownership
- Ability to work as a team member with a strong commitment to collaborative work with both internal and external partners.
- Demonstrated ability to establish and promote positive professional relationships, and actively contribute to creating a highly cooperative work environment.
- Desire to continually improve, seek learning opportunities and increase individual and organizational capacity.
- Ability to take initiative and manage multiple responsibilities with changing priorities and meet deadlines.

Physical Requirements:

In this position an employee is frequently required to stand, walk, sit and reach with hands and arms. The employee must occasionally lift and/or move up to 15 lbs. Must be able to work on a computer and/or telephone for extended periods of time.

Employee Conduct:

It is the responsibility of every employee at Dee Norton to contribute to a positive work environment through: teamwork, positive, honest and effective communication, and professional interactions with co-workers, volunteers, clients and community partners.